

Project Summary

1. Introduction:

The Admissions and Registration Department at An-Najah National University plays a crucial role in organizing and managing the admissions and registration processes for new and current students to ensure an effective educational environment. Its tasks include receiving and processing admission applications, organizing registration processes, issuing academic documents, and providing support and guidance to students.

2. Problem Statement:

The current operations in the Admissions and Registration Department suffer from inefficiency due to the lack of standardized procedures, leading to time consumption, increased errors, student dissatisfaction, and administrative burdens. There is a need for an automated system that provides real-time information, reduces scheduling conflicts, and efficiently stores student data for long-term use.

3. Project Objective:

The project aims to develop and enhance Standard Operating Procedures (SOPs) for the Admissions and Registration Department to improve operations and increase productivity. This includes:

- Standardizing processes to reduce errors and improve efficiency.
- Ensuring compliance with university policies and regulations.
- Providing easy-to-use resources for staff.
- Establishing a framework for regular review and updating of procedures.
- Implementing an automated registration system integrated with the university database.

4. Significance of the Work:

This project is essential for improving the efficiency of operations in the Admissions and Registration Department, leading to higher student satisfaction and better administrative control. It also aims to reduce excess costs, streamline processes, and enhance the quality of services provided to students and the academic community.

5. Results and Analysis:

The project developed and enhanced 39 SOPs covering all aspects of the department's operations, which were reviewed and approved. The procedures included application submission and processing, course registration and enrollment, issuance of academic records, and providing support and guidance services to students. Flowcharts for each procedure were created to facilitate staff understanding and adherence to the procedures.

6. Recommendations:

The project recommends the continuous review and improvement of SOPs to ensure adaptation to changing needs, the implementation of an automated registration system to improve efficiency and record-keeping accuracy, and the provision of ongoing staff training on the use of standardized procedures and the automated system.