

ERASMUS+ PROJECT 2023-1-RS01-KA220-HED-000156660

## **EPIR | E-Procedure of Institutional Recognition of Foreign Higher Education Documents**

### **WORK PACKAGE 3**

WP3 - Development and improvement of IT systems for the recognition process of foreign students' HE documents

| <b>Progress Report</b> |  |
|------------------------|--|
| <b>Project:</b>        | <b>E- procedure of institutional recognition – EPIR</b>  |
| <b>Work Package 3:</b> | <b>Development and improvement of IT systems for the recognition process of foreign students' HE documents</b> |
| <b>Focus Activity:</b> | <b>System analysis and design</b>  |
| <b>Prepared by:</b>    | <b>Qualifications Agency (ENIC/NARIC center)</b>   |

### **Description of Activities**

The activities within WP3 are structured to progress through essential phases of information system development, tailored to the specific needs and existing capabilities of each partner organization. The process begins with System Analysis, where system analysts collaborate with stakeholder groups to define precise requirements for the new or upgraded systems. Through documentation, interviews with key users, and detailed data requirements, this phase ensures a comprehensive understanding of system functionalities.

Subsequently, in the System Design phase, designers translate organizational requirements into technical specifications. This includes designing user interfaces, databases, data inputs and outputs, and reporting functionalities. The outcome of this phase is a detailed system design document, providing programmers with the necessary blueprint for development.

Programming follows, where software engineers use the system design document to write code and develop the initial working program. This phase includes detailed unit testing to ensure individual components of the software meet specified requirements. Testing progresses through Structured Testing, involving system tests to validate inter-component interactions and a user acceptance test to ensure the system meets user expectations.

Upon successful testing, the system moves to the Implementation phase, where it is deployed across partner organizations. This phase includes user training, documentation provision, and data conversion from legacy systems, ensuring a smooth transition to the new IT solutions.

EPIR project partners:



UNIVERSITY  
OF NOVI SAD



UNIVERSITÀ  
POLITECNICA  
DELLE MARCHE



ROMANIA  
1 DECEMBRIE 1918  
UNIVERSITY OF ALBA IULIA



50 years of  
University  
of Split



REPUBLIC OF SERBIA  
Qualifications Agency

## **How Activities Support WP Objectives**

Each phase of WP3 aligns closely with the project's main objective of digitally transforming the recognition process of foreign HE documents. By systematically analyzing, designing, programming, testing, and implementing new IT solutions, the activities aim to enhance accessibility, affordability, and user-friendliness of the admission process for international students. This approach not only modernizes operational procedures but also supports sustainable growth within partner institutions, ensuring they are equipped to handle increased workloads in a transparent and efficient manner.

## **Expected Results**

The culmination of WP3 activities will result in operational and innovative information systems that streamline the recognition process. These systems will facilitate greater access to higher education for international students and improve efficiency within the HE sector's internationalization efforts. Each partner organization will tailor its IT tools to align with their unique human, technical, and organizational resources, thereby supporting green and sustainable policies.

Furthermore, partners will establish mechanisms during the project to ensure the continued maintenance and support of these systems beyond the project's lifespan. This includes allocating resources for bug fixes, feature enhancements, system updates, and backups, ensuring the longevity and reliability of the implemented IT solutions.

## **Participants and Profiles**

The activities involve a diverse group of participants:

- System analysis and system design include 1-3 members per partner, comprising system analysts and legal/IT experts in higher education,
- Exchange of expertise involves physical study visits and virtual meetings, engaging legal experts, system analysts, developers, and system architects,
- Programming involves teams of programmers at each partner organization, including developers, software engineers, and coders,
- Structured testing analysts and quality assurance officers,
- Implementation process involves IT experts from each partner organization, ensuring a comprehensive deployment process.

## **The role of Qualifications Agency (ENIC/NARIC center)**

The Qualifications Agency (ENIC/NARIC) is currently adjusting the Qualifications Agency's software (hereinafter QA software) for managing the recognition process of foreign higher education (HE) documents thus contributing the process of System analysis and design. The existing system will undergo significant upgrades as part of ongoing efforts to enhance operational efficiency and user experience within the recognition framework. Here's an overview of the current activities and progress related to ENIC/NARIC's initiatives.

### **Upgrading QA software:**

The Qualifications Agency (ENIC/NARIC center) is enhancing the functionality of the QA software to integrate new features and improvements. This upgrade is aligned with the objectives of Work Package 3 (WP3), which focuses on the development and improvement of IT systems for the recognition process. The upgraded QA software will incorporate advancements such as:

- Payment processing from abroad: Facilitating international payments to streamline financial transactions for applicants.
- Chat-Bot with FAQ: Introducing AI-driven chatbot capabilities to provide immediate assistance and address frequently asked questions regarding the recognition process.
- Reduced document requirements: Simplifying documentation requirements, particularly in terms of translations, to lessen the burden on applicants.
- English version of the website: Developing an English-language interface for the website to cater to international users and enhance accessibility.
- Enhanced website functionality: Improving the website's functionality to include options for case resolution, marking documents based on prestigious lists, and allowing applicants to specify their preferred delivery method for recognition decisions (in person or via postal service).

#### **Integration with existing systems:**

The upgrades to the QA software will seamlessly integrate with existing systems and workflows at ENIC/NARIC. This integration ensures continuity and enhances the agency's ability to manage and process recognition applications efficiently.

#### **Advantages of the QA software upgrade:**

By upgrading QA software, ENIC/NARIC aims to achieve a more versatile and user-friendly platform for handling recognition procedures. The enhanced software will support:

- Digital transformation by enabling a smoother transition to digital processes that are accessible and efficient,
- Operational sustainability by strengthening the long-term viability of IT systems beyond the project's lifespan, with provisions for maintenance, updates, and support,
- User satisfaction by improving user experience through streamlined procedures, clearer guidelines, and enhanced support mechanisms.

#### **Collaborative efforts and sustainability:**

ENIC/NARIC's initiatives within WP3 emphasize collaboration among partner organizations to build and share expertise in IT system development. These efforts are crucial for sustaining the effectiveness of the upgraded QA software and ensuring ongoing support for international mobility in higher education. The ongoing upgrades to the QA software by ENIC/NARIC represent a significant step towards modernizing the recognition process of foreign HE documents. These enhancements align with the broader goals of digital transformation, operational efficiency, and user-centric service delivery within the European Higher Education Area (EHEA).

The working group within WP3 activities will consist of the following members:

1. **Caslav Mitrovic- director of the Qualifications Agency,**
2. **Ivana Cvorovic-Plavsic-deputy director,**
3. **Mirjana Poledica-head of Enic/Naric**