

BUSINESS PROCESS OPTIMIZATION IN HIGHER EDUCATION ERPs: CASE STUDY ON ACADEMIC PLANNING MODULE AT SEEU

Blerta Abazi Chaushi
South East European University, Macedonia
b.abazi@seeu.edu.mk

Agron Chaushi
South East European University, Macedonia
a.caushi@seeu.edu.mk

Zamir Dika
South East European University, Macedonia
z.dika@seeu.edu.mk

Adrian Besimi
South East European University, Macedonia
a.besimi@seeu.edu.mk

Abstract:

For universities, it's important that ERP handles majority of academic services for improvement of the processes within the institution as well as for offering better services to the students. In this study, a literature review of ERPs in institutions of higher education, followed with CSFs, BRP and process optimization from ERP systems are provided. Issues that led to process improvement related to the ERP which is currently being developed at the SEE-University are shown. Academic Planning, one of the core modules of ERPs in higher education, is analyzed in this paper from the aspect of data integration, business process workflow, and process optimization. The data and business process workflows are based on an actual study by real implementation at the SEEU in Macedonia. These findings will serve other universities who are in the process of implementation of an ERP.

Keywords: ERP, higher education, process optimization, BPM, academic planning, workflow.