The Role of Electronic Administration in Achieving Quality Assurance and Academic Accreditation Standards in Iraqi Public Universities

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Abstract-This study aims to identify the role of electronic administration in achieving quality assurance and academic accreditation standards in Iraqi public universities. Five criteria are considered: the institutional context, the quality of teaching and learning, student education support, infrastructure support, and social contributions. The researchers used the descriptive survey approach in his study and a questionnaire as a tool for collecting information. The study is applied to one of the Iraqi government universities. Among the most important results were the following: the study individuals agreed to the importance of electronic administration in achieving quality assurance and academic accreditation standards in the following areas: the field of institutional context, the field of teaching and learning quality, the field of student education support, the field of infrastructure support, the field of social contributions.

Keywords: electronic administration, higher education, quality assurance, accreditation standards.

Introduction

It is noteworthy to signify that higher education institutions have begun to benefit from electronic administration and its applications since it plays a necessary role in their success, growth, development, and achievement of its goals and in light of an organizational structure, appropriate information technology, (Brane & Peter, 2006, p: 52). Electronic administration is an organizational process linking the beneficiary and the sources of information by electronic means to achieve the objectives of the educational institution like planning, operating, following up, developing, and producing. The beneficiary (the university) makes use of the electronic administrative that means the shift from the traditional manual method to the electronic form via the internet or intranet. It involves the use of an internal network for communication between all devices and information transfer without the workers having to go to departments personally to complete their work. The goal is to optimize the use of time, money, effort, and energies. It is the liberation of people from routine as is the transition from paper management to digitalization (Reham , 2010,p: 22).

Literature Review

The electronic administration refers to a number of facts, namely:

- Making easy opportunities to provide services to university students through the computer.
- Reducing the severity of the problems arising from the applicant's interaction with an employee with limited experience.
- Electronic administration is a means to raise the performance and efficiency of the universities. (Sadiq, 2005).

The concept of electronic educational administration (Eleni,2003,p: 49) defines total quality in education as an administrative process that is based on a set of values   and derives its movement energy from information and the use of modern information technology that employs the talents of workers and invests their intellectual capabilities in various levels of organization in a creative manner to ensure the continuous improvement of the institution.

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Belkadi (2000:p:200) believes that electronic educational administration came as an imperative to erase the negatives of traditional management and manage papers that have gone out of time (files are subject to damage, the search takes time, papers are torn apart and separated from each other, which leads to the loss of files (Belkadi, 2000, p. 204). Also, it is essential to state that electronic educational management is one of the vital skills required in the digital age to enrich its content, and by virtue of its availability on an electronic database that collects all that matters to the educational administration (professors, students, and administrative staff), while ensuring that the internal university environment is linked to the outside world (Abdel Aziz, 2008,p: 22).

Benefits of Electronic Educational Administration:

- Accuracy, quality, and security of data and information.
- To protect student scores from manipulation in exams.
- To apply the rules of the final review with absolute fairness to all students.
- To focus on creating a direct relationship between the process of allocating resources and the achievement of the established goals.
- Providing information in order to track results and improve the educational process.
- Providing timely information to take corrective decisions towards following up weak students, classes and schools.
- Credibility in presenting the examination results by extracting the actual results.
- Transparency and accountability.
- A basis for planning for the future.

Considering the quality of higher education under the electronic educational administration, many people understand total quality as meaning good quality and genuine raw material, while what is meant by quality is the opposite of quantity.(Herrera, 2003,p: 56) addresses five basic concepts according to their importance in the correct use of administrative standards at the international level, namely: the field of institutional context, the field of teaching and learning quality, the field of student education support, the field of infrastructure support, the field of social contributions.

Application of Educational Electronic Administration at Universities

In general, the application of electronic educational administration in Iraqi university education requires the availability of several basic factors represented in strengthening the infrastructure for information and communication technology, issuing the necessary administrative legislation for implementation, preparing manpower and consolidating the principle of lifelong learning, and the following is a brief presentation of those requirements.

1- Material requirements represented in strengthening and supporting the infrastructure of information and communication technology: This is done by providing strong, high-speed, capacity, and inexpensive communication networks connected to the global network (the Internet). Correspondingly, linking all the sub-units of the university so that all workers can connect to that network from anywhere. More importantly, students are also able to access to get information about their performance. This structure requires the following:

A- Providing digital libraries that represent huge sources of information.

B - Concentrating the work environment inside universities on the use of computers and any other advanced technological devices.

C- Re-designing curricula so that technology becomes part of the curriculum to increase sources of information access(Al-Ansari ,2002,p:54).

D- Establishing the teaching and learning processes on computer technology. This technology does not only refer to the use of modern hardware devices in education and management systems, but also includes the use of computer software programs in the educational environment (Fadi,2003,p:7).

E- Supporting the spread of the asynchronous model of teaching and learning.

F- Providing an information network that includes everything related to students, whether inside or outside the university campus.

G- Providing computer labs at the university with the computer needs of hardware, software, and support and assistance teams, and continuously developing them in order to work with the highest quality and speed.

H- Providing an internal network through which meetings can be held on an extended level (Video Conferencing).(Al-Asaily,2009,p:11).

I- Provide a computer for each faculty member (whether at work or home) that is connected to the university internal network and the international network (the Internet).

2- Legislative requirements represented in issuing the necessary administrative legislation to implement the educational electronic administration.

3- Requirements for training manpower needed to implement educational electronic management.

Method and Procedures

A. Study Curriculum

The researchers used the descriptive survey method.

B. **Study Community**

The researchers chose two public universities , the study tool was distributed and the number of valid questionnaires for analysis as follows in table (1):

No	Universities	Study population (questionnaires that were distributed)	Members of the study (Questionnaires valid for analysis)	The ratio
1.	University #1	99	72	72.7%
2.	University #2	59	58	98.3%

Table (1)

Table No. (1) shows that the percentage of questionnaires valid for analysis from the two universities (72.7% &98.3%) of the total questionnaires distributed in both universities. The aim of the study is to show the importance of the role of educational electronic administration in achieving quality assurance and academic accreditation standards in public universities.

No	Items	Universities	arithmetic average	T value	Indication level
1.	institutional context	# 1	4.36	0.19	0.850
		# 2	4.34		
2.	quality of education and generalization	# 1	4.36	0.38	0.708
		# 2	4.31		
3.	support for students' education	# 1	4.45	0.68	0.499
		# 2	4.38		
4.	infrastructure support	# 1	4.28	0.25	0.882
		# 2	4.34		
5.	social contributions	# 1	4.41	1.90	0.059
		# 2	4.34		

Table (2)

It is clear from table No. (2) that the values of (T) are not a function of the fields: (the institutional context, the quality of education, support academic quality and accreditation, which indicates that there are no statistically significant differences between the responses of the study respondents about the role of the electronic educational administration in achieving quality assurance standards and academic accreditation in these fields, due to the different universities (Yang, 2008, p: 109 – 124).

Conclusion

University administrators work by applying electronic educational administration as a method for managing administrative and academic activities. Working on educational electronic administration as an integrated system of

operations, it has a prominent role in achieving quality assurance and accreditation standards academic for universities. Likewise, electronic educational administration helps in the comprehensive and continuous academic development in respect of enhancing the performance that includes all areas of educational work. It is an administrative process that achieves the objectives of both the work market and students. It includes all functions and activities of the educational institution, not only in the production of service but in its delivery which inevitably encompasses attaining students' satisfaction and increasing their confidence and improving the status of the educational institution locally and internationally.

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