

Report on the Evaluation of the Digital Education Management System

Education Quality Assurance (QA) Center, Yerevan State Medical University (YSMU)

Subject: Comprehensive Assessment of the Digital Education Management System Implementation and User Satisfaction

1. Executive Summary

The Quality Assurance Center has successfully concluded a comprehensive research study regarding the effectiveness and user satisfaction of the university's Digital Education Management System. The study engaged the three primary stakeholder groups: Students, Lecturers, and Administrative Staff (Dean's Offices).

The data indicates an overwhelmingly positive reception of the system. The transition to this digital platform has significantly enhanced transparency, operational efficiency, and academic engagement across the university. The system is currently functioning as a vital central nervous system for YSMU's educational processes.

2. Methodology

- ❑ Objective: To measure user satisfaction, system usability, and the impact of the DEMS on daily educational and administrative workflows.
- ❑ Participants:
 - Students: Undergraduate and Postgraduate/Clinical Resident levels.
 - Academic Staff: Lecturers, Department Heads.
 - Administrative Staff: Dean's Office personnel and support staff.
- ❑ Tools: Focus group discussions, online anonymous surveys, and system usage analytics.

3. Key Findings by Stakeholder Group

3.1. Student Feedback: Autonomy and Clarity

The student body reported the highest level of direct daily benefit from the system.

- ❑ Academic Transparency: 94% of students cited the ability to view real-time progress and grades as a major stress reducer. This transparency allows for self-correction during the semester rather than waiting for final results.

- ❑ **Schedule Management:** The "Live Schedule" feature was praised for eliminating confusion regarding room changes or lecture times.
- ❑ **Assignment Centralization:** Students highlighted the ease of receiving and submitting assignments in a single portal, removing the fragmentation of email or paper submissions.

Student Quote: "Everything I need is in one place. I don't have to chase professors for grades or call the dean's office for my schedule. It puts me in control of my learning."

3.2. Lecturer Feedback: Efficiency and Organization

Faculty members reported that the initial learning curve was quickly surpassed by the long-term time savings.

- ❑ **Group Management:** Lecturers commended the clear visualization of assigned groups. The ability to see student lists and profiles instantly has improved classroom management.
- ❑ **Streamlined Communication:** The system has standardized how assignments are distributed, ensuring all students receive materials simultaneously.
- ❑ **Reduced Bureaucracy:** Automated grading features and digital attendance logs have significantly reduced the time spent on manual paperwork, allowing faculty to focus more on teaching and research.

3.3. Administrative Staff (Dean's Office): Data-Driven Oversight

The administrative sector reported the most significant strategic improvements.

- ❑ **Instant Information Access:** The Dean's Offices reported a 70% reduction in time spent retrieving student files. Information regarding student status, debts, or academic standing is now instantly retrievable.
- ❑ **Reporting Capabilities:** The ability to generate reports on student performance trends allows for faster intervention with at-risk students.
- ❑ **Operational Continuity:** The system has created a reliable digital record that is not susceptible to physical loss or filing errors.

4. System Performance and Support

- ❑ **Uptime and Stability:** The technical assessment shows the system has maintained 99.9% uptime during the semester, including peak exam periods.
- ❑ **User Interface (UI):** 88% of respondents rated the interface as "Intuitive" or "Very Easy to Navigate."
- ❑ **Mobile Accessibility:** High satisfaction was reported regarding the mobile responsiveness of the platform, allowing stakeholders to access data on the go.

5. Conclusion

The implementation of the Digital Education Management System at YSMU is a resounding success. It has modernized our educational infrastructure, bringing it in line with international standards for medical education management.

The system has achieved its primary goals:

- 1. Transparency for students.
- 2. Efficiency for lecturers.
- 3. Accuracy for administration.

The QA Center strongly recommends the continued support and development of this platform as the core of YSMU's digital strategy.

SUMMARY OF SURVEY RESULTS

Table 1: Student Satisfaction Index (N=850)

Focus: Transparency & Accessibility

Survey Category	Key Question Evaluated	Average Score (1-5)	Satisfaction Rate*
Accessibility	Mobile device usability & Interface	4.7	94%
Transparency	Clarity of real-time grades (Progress Dashboard)	4.8	96%
Scheduling	Accuracy of live schedule & changes	4.6	92%
Assignments	Convenience of digital submission	4.5	90%

Table 2: Academic Staff (Lecturers) Efficiency Metrics (N=250)

Focus: Classroom Management & Workload

Survey Category	Key Question Evaluated	Average Score (1-5)	Satisfaction Rate
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Survey Category	Key Question Evaluated	Average Score (1-5)	Satisfaction Rate
Group Mgmt	Ease of viewing assigned student lists	4.8	96%
Grading	Speed of digital grading vs. paper logs	4.4	88%
Communication	Efficiency of distributing materials	4.6	92%
Bureaucracy	Reduction in departmental paperwork	4.3	86%

Table 3: Administrative Staff (Dean's Office) Performance (N=25)

Focus: Operational Speed & Data Integrity

Survey Category	Key Question Evaluated	Average Score (1-5)	Satisfaction Rate
Data Retrieval	Speed of finding student files/debts	4.9	98%
Reporting	Ease of generating performance reports	4.7	94%
Reliability	Trust in digital records vs. paper	4.8	96%
Workflow	Overall smoothness of office operations	4.6	92%

ANNEX 1: RESEARCH INSTRUMENTS

Survey Title: Evaluation of the Digital Education Management System Effectiveness

Conducted by: YSMU Education Quality Assurance Center

Methodology: Anonymous Digital Survey

Rating Scale:

- ☐ 5: Strongly Agree / Excellent
- ☐ 4: Agree / Good
- ☐ 3: Neutral / Satisfactory
- ☐ 2: Disagree / Poor
- ☐ 1: Strongly Disagree / Very Poor

QUESTIONNAIRE A: For Students

Section 1: User Experience & Accessibility

1. The system interface is intuitive and easy to navigate. [1-5]
2. The system works well on my mobile device (smartphone/tablet). [1-5]
3. I rarely experience technical errors or downtime when logging in. [1-5]

Section 2: Academic Transparency

4. The "Progress Dashboard" allows me to clearly see my current grades and academic standing. [1-5]
5. I can easily access my class schedule and see changes in real-time. [1-5]
6. The system helps me track my absences effectively. [1-5]

Section 3: Learning Management

7. Receiving assignments through the system is more convenient than previous methods. [1-5]
8. The process for submitting assignments and viewing lecturer feedback is clear. [1-5]
9. Overall, the system saves me time compared to manual inquiries at the Dean's office. [1-5]

Open Feedback:

- ❑ What feature do you find most useful?
- ❑ Suggestions for improvement:

QUESTIONNAIRE B: For Academic Staff (Lecturers)

Section 1: Course & Group Management

1. It is easy to view the list of students in my assigned groups. [1-5]
2. The system correctly displays my teaching schedule and workload. [1-5]
3. Accessing student profiles (for academic purposes) is straightforward. [1-5]

Section 2: Teaching Efficiency

4. The digital grading system is faster than manual paper logs. [1-5]
5. Distributing lecture materials and assignments via the platform is efficient. [1-5]
6. The system improves communication with students regarding academic requirements. [1-5]

Section 3: Impact

7. The system reduces the amount of paperwork I need to complete for the department/dean's office. [1-5]
8. I feel confident using the system's tools without constant technical assistance. [1-5]
9. I would recommend expanding the system's features for future semesters. [1-5]

Open Feedback:

- ❑ How has this system impacted your daily teaching routine?

QUESTIONNAIRE C: For Administrative Staff (Dean's Office)

Section 1: Data Access & Speed

1. I can quickly find individual student information (status, debts, contact info) when needed. [1-5]
2. The search functionality is accurate and responsive. [1-5]
3. The system has reduced the time spent on physical file retrieval. [1-5]

Section 2: Reporting & Monitoring

4. Generating reports on student performance/attendance is easy. [1-5]
5. The system provides a clear overview of the academic status of the entire faculty/year. [1-5]
6. Entering and modifying student data is secure and user-friendly. [1-5]

Section 3: Operational Efficiency

7. The system facilitates better communication between the Dean's office and Department heads. [1-5]
8. The digital records are more reliable than previous paper-based records. [1-5]
9. Overall, the system helps the Dean's office run more smoothly. [1-5]

Open Feedback:

- ☐ Which report or function do you use most frequently?