

Digitization and the Impact on Administrative Processes and the Student Classroom Environment

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Technological advancements continue to transform the global landscape, presenting myriad opportunities for Higher Education Institutions (HEIs). Though adapting to and keeping up with the accelerating pace of change in the digital era is often challenging, considerable improvements in efficiency in processes affecting the overall student experience are within reach. At the University of the West Indies, Faculty of Science and Technology (FST), the focus is to systematically integrate technology to streamline and enhance student-staff interactions in transforming the educational experience. This involves tackling the challenges of in-person advising, attendance tracking, extending access to a wider range of students and making lectures and tutorials more impactful. Notably, restrictions necessitated by the COVID-19 pandemic prompted digital developments that positively impacted HEIs. These circumstances fast-tracked the widespread adoption of digital technologies and new operating procedures including digital attendance tracking, online academic advising and the introduction of hybrid classrooms. These initiatives brought improvements in attendance compliance, record taking and inclusivity within HEIs. Consequently, the FST launched several projects aimed at fostering a positive institutional culture that supports both synchronous and asynchronous learning modalities. This paper examines the impact of technological adoption on staff-student interactions and the overall university experience. The objective is to boost student satisfaction by building a supportive, effective, and technologically integrated learning environment that promotes academic success and all-round positive student experiences.