

Impact Of Web-Based Solutions On Student Related Services: Case Study Of The University Of Maiduguri Borno State, Nigeria.

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ABSTRACT

In the drive towards delivering world-class services, universities are relying increasingly on web-based solutions such as web-sites for information dissemination and web-based portal solutions for student university interactions to make their operations more cost-effective and timely, and to reach a wider audience. In addition, web-based solutions is the creation of digital environments that facilitate and encourage human activity; reflect or adapt to individual voices and content; and change gracefully over time while always retaining their identity. In Nigeria, several universities have adopted web-based solutions in the delivery of student related services and this paper examines the extent of use and the impact using the University of Maiduguri(Unimaid), Nigeria, as a case study. The data collected includes the identification of the various student related announcements/services on the Unimaid websites over a 12-month period as well as identifying what students go to the Unimaid website to do and how the various stakeholders perceive the web-based solutions. Of particular interest is the identification of the use, if any, of web-based services such as e-payments and web-to-mobile phones services. From the analyses of data collected, conclusions are reached regarding the impact of the various web-based solutions on key student related services while recommendations are made for enhancement and future research.

Keywords: web-based solutions, portal, information dissemination, student services, service delivery, University of Maiduguri.

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