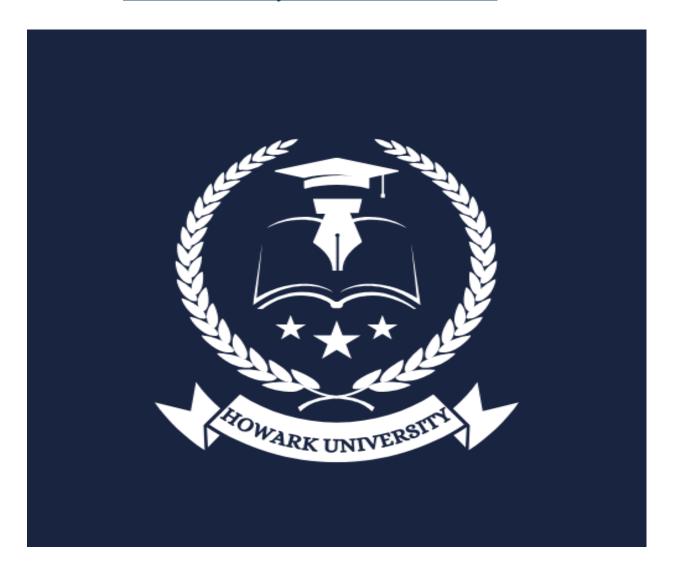# Howark University Management Information System User Manual



# Harnessing Hope's Horizon

<u>Howark University Management System - User Manual (South Africa)</u>

<u>Table of Contents</u>

<u>1. Introduction</u>

Welcome to the Howark University Management System. This comprehensive software solution is designed to streamline administrative processes, enhance communication, and improve overall efficiency in managing Howark University operations in South Africa.

<u>2. Getting Started</u>

System Requirements

Computer with

•.Web browser: Chrome, Firefox, Safari, or Edge

•.Internet connection

•.Howark University credentials: get those from the IT department

Log In

1. Open your web browser and go to https://howark.ac.za.

2. Enter your Howard University username and password.

3. Click "Login" or press Enter

4. If it is your first time logging in, it will ask you to change the password and set up two-factor authentication.

<u>3. Student Module</u>

Features

Course Registration

View grades and transcripts

Access course materials through Howark Learn-integrated LMS

Commuter campus resources: library, career services, health center

Apply for NSFAS

Registration of Courses

1. Click on the "Course Registration".

2. The "First Semester", "Second Semester", or "Year-long" phrases can also be selected by clicking.

3. Browse available courses, or search by course code or department.

4. Click "Add" next to the courses you would like to add.

5. After selected courses have been reviewed, click "Submit Registration."

6. In the pop-up window, confirm that you are registering.

Note: Howard University uses the South African credit system, in which a normal load for a full-time undergraduate student is 120 credits per year. If you have questions about your credit load, speak with your academic advisor.

4. Faculty Module

Features

- Manage course content on Howark Learn

Recording of attendance by using Howard Attendance app

Grade capturing and managing of grade books

Sending messages to students using Howard Mail.

Viewing of teaching schedule and booking office hours.

Submission of Research Proposals and tracking of NRF Grant Applications

How to Enter Grades

Go to the "My Courses" tab then click on the course you wish to enter grades.

Click on the "Grade Book."

Edit the students' grades.

Save to update the records.

5. When the semester is over, you click "Submit Final Grades" and this submittal system sends grades to the Registrar's office.

## 5. Administration Module

Features

- User management for students, faculty, and staff
- Course scheduling/room scheduling
- Report generation for Institutional Research and DHET
- Student financials management and processing of financial aid
- Student Admissions and enrollment management

## Adding New User Accounts

1. Click on "User Management."
2. Click "Create New User."
3. Populate all the information like name, role, email, department, etc.
4. Set the initial password and generate Howark student number.
5. Click "Create Account."
6. The system will automatically dispatch account details to the user's email.

## 6. Course Management

Adding a New Course

1. Navigate to the "Course Management" section under the Administration module.
2. Click "Add New Course."
3. Populate the course information: code, name, NQF level, credits, department, etc.
4. Assign faculty and set schedule.
5. Specify the classroom or online delivery method.
6. Set enrollment capacity and any prerequisites.
7. Click "Create Course."

## 7. Grading System

Howark University uses the following grading scale, which applies to South African standards:

- 75-100%: 1 (First class)
- 70-74%: 2.1 (Upper second class)
- 60-69%: 2.2 (Lower second class)

- 50-59%: 3 (Third class)

- 0-49%: Fail


Note: Some courses may be graded on a Pass/Fail basis. Consult the course syllabus for specific grading policies.


## 8. Reports and Analytics

Generating Reports

1. Navigate to "Reports" in the Administration module.

2. Choose report type - enrollment statistics, grade distribution, equity metrics.

3. Choose relevant parameters - date range, department, program, etc.

4. Click "Generate Report."

5. Export the report in desired format - PDF, Excel, CSV.


## 9. Troubleshooting

Common Issues and Solutions

- Login Problems: Ensure caps lock is off and credentials are correct. If the problem persists, click on "Forgot Password" or then get in touch with the IT support using support@howark.ac.za.

- Slow Performance: Empty browser cache or switch to a different browser. In case of persistence of problems, please contact IT support.

- Data Not Saving: Check your Internet connection and try again. If this problem continues, take a screenshot of the error and send it to support.

Howark Learn Access Issues: Ensure that you are registered for the course. Should the problem persist, contact your professor or the Howark Learn Support Team: learn.support@howark.ac.za.


## 10. FAQs

1. Q: How can I reset my password?

A: On the login page, click on "Forgot Password" and follow the instructions that will be sent to your Howark email address. In case you do not have access to your email, you can contact the IT Help Desk.


2. Q: Can I access the system on my mobile device?

A: Yes, the system is mobile-friendly and can be accessed through the web browser on your smartphone or tablet. Secondly, Howark University has developed an App for your mobile phone for easy access the important features.

3. Q: How frequently is grading updated?

A: Grades are updated in real-time as entered by the faculty. Most final grades are published within two weeks beyond the close of the semester after the close of the Registrar's grade submission deadline officially.

4. Q: How do I declare or change my major?

A: Login, click "Academic Profile," and then click "Declare/Change Major." Follow the prompts, and submit your request. Your academic advisor will review and approve the change.

5. Q: How can I get access to an official transcript?

A: Go to "Academic Records", then click on "Request Official Transcript." Indicate whether delivery should be by email or physical mail. There may be a nominal fee charged for the service.

6. Q: How would I apply for funding on NSFAS?

A: Click "Financial Aid," then select "NSFAS Application." Follow the steps appearing on your screen, making sure you have all the documents required for upload.

**Computer Specifications**

To ensure optimal performance and a smooth user experience with the Howark University Management System, please ensure your computer meets the following specifications:

Minimum System Requirements:

- **Operating System:**
  - Windows 10 or higher
  - macOS 10.13 (High Sierra) or higher
  - Linux (latest versions of popular distributions)
- **Processor:**
  - Dual-core processor (Intel i3 or equivalent)
- **Memory (RAM):**

- 4 GB or more

- **Storage:**

    o At least 500 MB of free disk space

- **Graphics:**

    o Integrated graphics card with support for 1024x768 resolution

- **Network:**

    o Broadband internet connection (minimum 1 Mbps)

**Recommended System Requirements:**

- **Operating System:**

    o Windows 11

    o macOS 11 (Big Sur) or higher

- **Processor:**

    o Quad-core processor (Intel i5 or equivalent)

- **Memory (RAM):**

    o 8 GB or more

- **Storage:**

    o At least 1 GB of free disk space

- **Graphics:**

    o Dedicated graphics card (optional but recommended for enhanced performance)

- **Network:**

    o High-speed internet connection (minimum 5 Mbps)

**Web Browser Compatibility:**

Ensure you have the latest version of any of the following web browsers for the best experience:

- Google Chrome

- Mozilla Firefox

- Safari

- Microsoft Edge

**Additional Recommendations:**

- Keep your operating system and browser updated to the latest versions for security and performance improvements.

- Consider using an ad blocker to enhance browsing experience, as some ads may slow down the system.

For further information or questions not outlined here, please feel free to contact the Howark University IT Help Desk via email at helpdesk@howark.ac.za or call 021-555-4567. The support hours are Monday to Friday, 8 AM to 4 PM South African Standard Time (SAST).

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