

OFFICE OF THE VICE-CHANCELLOR



2023 REGISTRAR'S MANAGEMENT SEMINAR

ADDRESS BY:

**PROFESSOR NANA ABA APPIAH AMFO
VICE - CHANCELLOR, UNIVERSITY OF GHANA**

**WEDNESDAY, APRIL 19, 2023
GREAT HALL, UNIVERSITY OF GHANA**



Madam Registrar,

Our Keynote Speaker, Ing. Dr. Kenneth Ashigbey,

Speakers of Subsequent Sessions,

Chair and Members of the 2023 Registrar's Seminar Planning Committee,

Colleague Senior Administrators,

Invited Guests,

The Media,

Ladies and Gentlemen,

I am excited to join you this morning for the opening ceremony of the 2023 Annual Registrar's Management Seminar, a learning platform that seeks to equip and sharpen the skills of administrators and other professionals with contemporary competences to promote productivity and efficiency.

Although the outbreak of COVID-19 briefly interrupted this annual programme, as it is to be expected, I must commend you Madam Registrar, and your team for reigniting this strategic seminar.

As senior administrative and professional employees of the University of Ghana, it is imperative to take a break from your routine schedules to deliberate on your roles and identify emerging issues in Higher Education (HE) administration. The 2023 Seminar themed "***The Administrative/Professional in Higher Education: Breaking the Status Quo Post-Covid-19***" will therefore provide the platform for participants to

discuss customer experience management, using collaborative ICT tools for work productivity, and benefits (and pitfalls) of working remotely.

This seminar couldn't have been timelier and more significant than this opportunity, after having been introduced to "*the new normal*" resulting from the unexpected global pandemic, COVID-19 which reaped havoc on several economies including advanced countries, claimed many lives and significantly changed our way of life.

The University has had to adopt and mainstream the blended mode of teaching and learning, virtual assessment modes, virtual meetings, webinars, virtual conferences, vivas and even our statutory ceremonies like matriculation and congregation. As major partners of the University community who interface directly with other stakeholders, it is imperative to explore ways of '*staying ahead of the game*' and using technology to deliver excellent services. Though COVID-19 may appear to have abated, virtual business operations have come to stay, with employees advocating the integration of remote work. Apart from the convenience of getting work done from any part of the world, these virtual modes of operation have significantly cut down expenses as well as hours that were consumed or incurred in executing them. (*I believe Director Finance is here and could give us a good sense of how much the University has saved in organizing virtual matriculations, vivas, among others*).

Adapting technology to enhance operational efficiency should not be perceived as the preserve of few tech savvies, I am therefore excited to note that the keynote address to be delivered by Ing. Kenneth Ashigbey, a seasoned speaker

with multiple areas of expertise together with the interesting line-up of other resource persons from the University and industry will focus on using technology to promote productivity and efficiency.

This aligns with my vision as Vice-Chancellor is to “*create a culture that promotes research, teaching and learning, administrative processes and extension activities driven by technology and anchored in humanism*” and adequately expanded in my Key Strategic Objective (KSO 2) which is to “*develop technology-driven and robust processes in research management, teaching and learning, and all other institutional processes*”.

Management of the University recognizes and appreciates the important role played by administrators and other professionals in achieving the vision of becoming “*a world-class research-intensive university*” as well as your contribution to “*creating an enabling environment that makes UG increasingly relevant to national and global development through cutting-edge research as well as high-quality teaching and learning*” as expressed in the mission of the University. We are committed to knowledge acquisition and deployment and will continue to support and create conducive conditions for staff and students to thrive and attain their highest potentials.

On the occasion of the University of Ghana’s 75th anniversary, we salute the gallant men and women of the administrative cadre for your selflessness, getting results under pressure and with limited resources; UG is proud of your commitment and dedication to service.

While extending a warm welcome to all newly appointed Assistant Registrars, I encourage you to continue to work assiduously to distinguish yourselves in

your respective roles to make yourselves, the University of Ghana and the nation proud.

I have been informed that you number a little above 330 (one of the smallest groups of employees within the university community), however, I believe you do not all know each other too well. I encourage you to seize the opportunity to fraternize extensively during this 2-day training programme. Build relations that will make your work a bit easier.

Madam Registrar and your team, thank you for the invitation. This year's Seminar promises to be insightful and exciting with the carefully selected speakers from within and outside the University. I wish you fruitful and engaging session.

Thank you ladies and gentlemen, for your kind attention.

Prof. Nana Aba Appiah Amfo

Vice-Chancellor

April 19, 2023