

SEE University Student Information Management System

Processes functionalities needed:

1. Application
2. Admission and Testing Knowledge functionality
3. Registration and student transfers (europassCV, ECTS, mobility transfer)
4. Financial Aid applications services, resources usage (accounting)
5. Bursary and Testing Knowledge functionality
6. Enrollment, schedule for students /Professors and Curricula view for all academic programs
7. Examination and entering grades online eGrading, keeping records of all exam sessions results
8. Student Progress (grades, attendance, participation in events, comments from Professors to be used for purposes of diploma supplement, academic results, including course, exam and study results)
9. Graduation services, diploma supplement
10. Alumni services

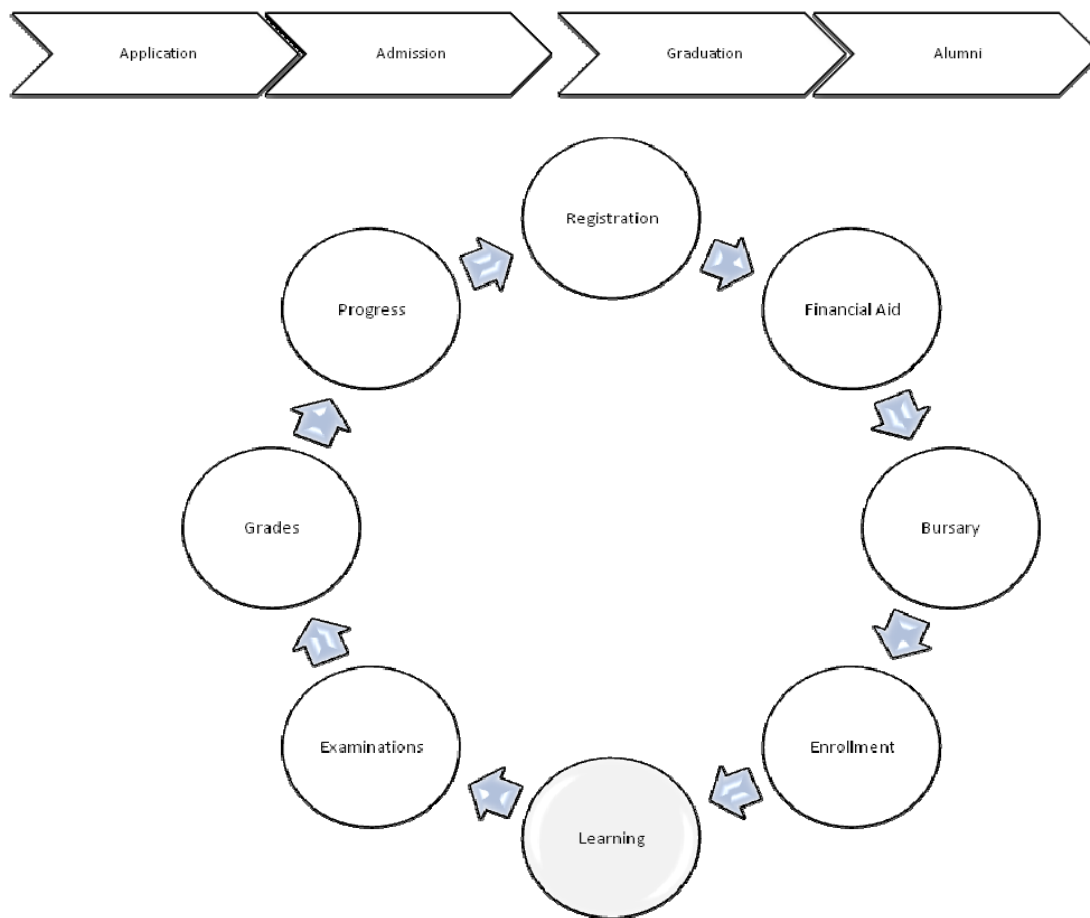


Figure 1. SEE University Student Information Management System processes

SEE University Student Services: Current Organization

1. **Admissions** – application, admission, information, documents
2. **Financial Aid** – scholarships, student work & study
3. **Bursary** – Tuition, fees, payments
4. **Registry** – grades, transcripts, certifications
5. **Academic Planning** – schedule, exams
6. **SS Management** – quality, satisfaction and consulting

SEE University plans **to use the new system** that is going to be developed **entirely with all the new functionalities** that will be needed to be implemented taking under consideration to be covered all the following processes.

And also request to be bought and used the package Microsoft SharePoint 2010 - Business Collaboration Platform. <http://sharepoint.microsoft.com/en-us/Pages/default.aspx>

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Process Specification

Admission - provides application and 1) online and 2) onsite admission services and support, first registration and general document enquiries in e.g. transcripts, certificates.

Require services from this office when applying and registering to the university and while studying, for obtaining information or officially issued documents in e.g. transcripts, certificates.

Financial Aid – provides scholarships (1) social need based and 2) merit based) and also 3) work & study support packages for all the students in general and students with special needs, notifies students about awards and tracks progress of students with scholarships. Require services from this office in the beginning of the studies when applying for scholarships and later for renewal of scholarship.

Bursary– registers student fees and collects payments (automatically) and provides information about the student’s financial balance. Activates or deactivates network services accounts. Require services from Bursary Office at the beginning of the semesters or when students make payments.

Registry– provides registration of semesters & grades (which are registered automatically), and delivers official documents like transcripts, certificates, etc. Request services from registry before the start of the semester and after exams sessions.

Academic Planning– provides semester subjects lecture/practical scheduling and examination timetable planning (schedule) according to the study program. Request services from academic planning at the beginning of the semesters and in the beginning of the exam sessions

Administration Management– administrates plans, directs and manages activities of student services and ensures service quality and student satisfaction. Require services from management of student services when consulting about administrative issues or quality of services.

South East European University already developed and providing the following online services:

- E-Service - <https://eservice.seeu.edu.mk>
- E-Learning - <http://libri.seeu.edu.mk>
- Google Apps Collaboration Tools (e-mail, calendar, docs) - <https://webmail.seeu.edu.mk>
- Library - <https://library.seeu.edu.mk>
- IT Support – <http://sites.google.com/a/seeu.edu.mk/itsupport>