



IT Based Student Services

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IT Based Student Services – Our Philosophy

- Department of Student Services:
 - Student Counseling
 - Student Administration
 - Central Exam/Test Administration
 - University Sports

- Philosophy

The Department is a service organization that is highly committed to raise and strengthen the quality of the university within the framework of our responsibilities. These are student acquisition und counseling, student application, enrollment and administration as well as a central administration of exam/test. In addition a broad and flexible offer of university sports supports our students and employers to be part of a healthy and inviting campus culture.

IT Based Student Services – Our Philosophy

- Why do we need IT?
 - 24.000 Students
 - 30.000 Applications per Year
 - 5.000 Enrollments per Year
 - 70.000 Test/Exams per Year



Background Information

- Universities in NRW are responsible for the process of application and enrollment themselves (in the moment)
- A service orientated, IT based and smooth process of application and enrollment is crucial to get the students we want
- We have mixture of studies with limited capacity (application, enrollment in order of high school grade) and studies without a limited capacity (direct enrollment)
- Our software products are all based on the company HIS but not yet all integrated (this is yet to come – “HIS in One”)

IT Systems/Software in use

- Application, Enrollment and Administration:
 - HIS ZUL, HIS SOS
- Test/Exam Administration
 - HIS BOSS (external), HIS POS (internal)

Student Application and Enrollment

- Software HIS ZUL, HIS SOS
- [Example Enrollment](#)
- Workflow Enrollment:
 - Student enrolls online
 - Turns in necessary documents
 - Pays Campusfee and Tituitionfee
 - Will be registered as a student
- Workflow Application
 - Student Applies (online)
 - Gets a place
 - Has a Deadline until she/he enrolls
 - See above

General Student Administration

- Questions of Status (Adress Change, Change of Studies)
- Process of Re-enrollment (every Student every Semester)
- Process of Vacation Semesters or waiver of Tituiton Fees
- Used Software His SOS

Student Exam/Test Administration

- Used software:
 - HIS BOSS (external, self service)
 - HIS POS (internal)

Workflowexample:

- Student signs in for an exam via BOSS --> www.boss.uni-dortmund.de
- Tutor for example puts results int System via BOSS
- Exam Administration puts together the report, certificate etc.
- Important: This part of administration is very complex, so support from the central administration is important in many cases.

Further Service Ideas/Challenges

- Better integration of all Systems relevant to the service needs of Students and Staff
- Expand Student Selfservice functions
 - Last innovations: Ticket to Print, Selfprinting of Certificate of Status, etc
- Dealing with reforms in the Education System

Thank you for your attention