

Research on the Optimization of Student Status Management Based on Service Orientation

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Abstract: With the rapid development of China's national economy and the continuous improvement of people's living standards, building a world-class university has become the inherent requirement of China's comprehensive national strength and sustainable development of the national economy. University should manage their student status through the service-oriented management concept, and fully meet the needs of students' various personalized development in management. And use the service-oriented student status management model to improve the teaching quality of higher education in China. University should exercise the power of student status management under the service-oriented management concept, and meet the needs of students' personality development in management. The service-oriented student registration management model plays an important role in improving the quality of higher education in China. To construct a service-oriented university student registration management model, it is necessary to design a scientific student registration management system to provide institutional guarantees for serving and cultivating talents; The concept of "student-centered" service first solves the difficulties in the management system of university student registration. In general, from the perspective of business process management, this paper discusses and studies the internal management reform of university, and takes graduate student status management as an example, gives the corresponding process analysis, process optimization and design and other related research content.

1. Introduction

Information management system is evolving with the continuous progress of communication technology and computer technology. At present, information management system is generally regarded as a system that can not only collect, store, maintain and use information, but also reprocess information on this basis, for example, it can use the stored data to predict the future development trend and improve the correctness of the decision[1]. As an indispensable part of the whole management system in university, student status management is not only an important basis for students to obtain a degree when they graduate[2]. At the same time, the management rules of a school's student status reflect the true management level of a university and the school's tolerance to accept new things. For university, in order to achieve the grand goal of building a world-class university, we must also take the delivery of high-quality graduates and the output of world-class research results as the guide, take the delivery of internationally competitive graduates as the foundation, take the completion of major national strategic needs as the basis, pay attention to the internal process management of university, integrate cross-departmental functions, solve the departmentalism of various departments, sort out processes, optimize processes, and establish a standardized process management chain[3]. With the rapid development of computer technology, people are constantly exploring various ways to improve efficiency, especially relying more and more on automation to improve the efficiency of traditional daily business[4]. In the process of sorting out the business logic of student status information management, it can be found that due to the importance of student status information management, the important feature of its business logic is often the hierarchical review and progression logic, which can ensure the correctness of data. An efficient student status management system lies in the use of advanced technological means to

improve the efficiency of school status management, thereby improving the quality of school operation, Make student registration more scientifically and effectively serve the school and individual students[5]. The healthy development of student status management has an inevitable promoting effect on teaching management. First of all, student status information includes students' personal information, which is the practical basis for teaching management to formulate plans and plans, and provides practical and personalized clues for the proposal and implementation of plans and plans. Secondly, through the examination results, analyze the students' specific learning situation and learning status, so as to promote the further teaching of various categories and subjects. Thirdly, performance analysis can also help teaching management to find a new and efficient teaching path, so that teaching and learning can be completed with quality[6]. Finally, through the analysis of students' grades, we can guide students to treat the management of student status with a correct attitude, so as to improve students' learning enthusiasm. The individual's service orientation is related to his personality characteristics, and his internal personality characteristics are related to his attitude and behavior in the process of service contact, which in turn affects the service quality. From the organizational level, service orientation is an important part of organizational culture, which can be expressed through the specific behaviors of organizational members. The organization members' understanding and implementation of service orientation is manifested by customers' satisfaction with service quality[7]. This article mainly studies the operating mechanism of the lightweight open-source workflow engine Activiti, and uses the BPM 2.0 standard process definition language to sort out, construct, and ultimately complete all process design and implementation. Based on this, a workflow framework for rapid secondary development is completed, and it is applied to the student registration management system for verification.

2. Construction of a Service-Oriented Student Registration Management System

2.1 The Connotation of Service-Oriented Approach and Its Role in the Management of University Student Status

At present, the management of university in China is centered on “departmental functions”. In fact, this management concept is consistent with the past enterprise management methods[8]. However, it is generally believed that the management mode centered on departmental functions is the inevitable result of the industrial revolution and an effective means to realize division of labor and cooperation in the industrial era. At present, human society has entered the information society, the efficiency of information circulation has been greatly improved, and the revolutionary changes brought by the information industry have brought great influence on human production and life activities. This departmental function-centered management method has been unable to adapt to the pace of development in the information age[9]. The management of students' status in university should first carry out educational activities from the perspective of serving the society and the people. We should know that this is not only an educational method, but also an innovative educational concept in a new form. We should adhere to the concept of serving students, learn to put ourselves in the other's shoes as far as possible from the perspective of students in our work, and formulate management rules, regulations and methods that are in line with the development of our school and students. Secondly, the requirement of humanization is to carry forward democracy. In the modern social development situation, the construction of the system is no longer the original one-to-one traditional management mode of dividing the higher and lower levels, but interdependent[10].

In the management of university student status, it is necessary to dialectically view the relationship between management and service. Management generates group organizations, which are complementary to each other due to management. Management emphasizes the subjective initiative of managers, and with the development of society, the role of individuals in group activities is increasingly evident. Individual needs drive the development of organizational management. Due to the fact that identity determines the content of services, schools are required to

pay close attention to students' various rights in their work, ensure students' right to acquire various types of knowledge, ensure students' right to choose majors, ensure students' right to choose teachers, and ensure students' right to personal and property safety. Service oriented has two meanings: firstly, from an individual perspective, when it comes to service guides, everyone's first impression is that they are helpful, caring and meticulous, good partners, and other characteristics. In terms of individual service guides, individual service guides determine all attitudes and behaviors of individuals in the service, as well as the final quality of service.

2.2 Construction of a Service-Oriented Student Registration Management Model in Universities

The process of managing student status in universities mainly involves relevant entities such as the Academic Affairs Office, Student Affairs Office, Secondary Department Academic Affairs Office, Student Affairs Office, Counselors, Students and Parents. The information owned by these relevant entities is not the same, and there is a certain degree of information asymmetry between them. For student registration service departments, due to the lack of real-time and comprehensive data, they are often in a passive state in student registration management affairs, and the management method has become a “post processing” management. For students who serve as service recipients, few people are aware of various relevant regulations and rules, so when they face a “dangerous” situation, they are often unaware. The asymmetry of information leads to unsatisfactory cooperation satisfaction among students, academic affairs offices, student offices, and student registration service departments. Therefore, focusing on serving students, streamlining the operation process of services, fully utilizing the advantageous information of relevant parties, and constructing a convenient and efficient service-oriented student registration management model can effectively guide the coordinated operation of relevant departments, and ultimately achieve a win-win situation. As shown in Figure 1. The Student Registration Service Department is the part in the dashed rectangular box in the figure, including the service front desk and backend data warehousing.

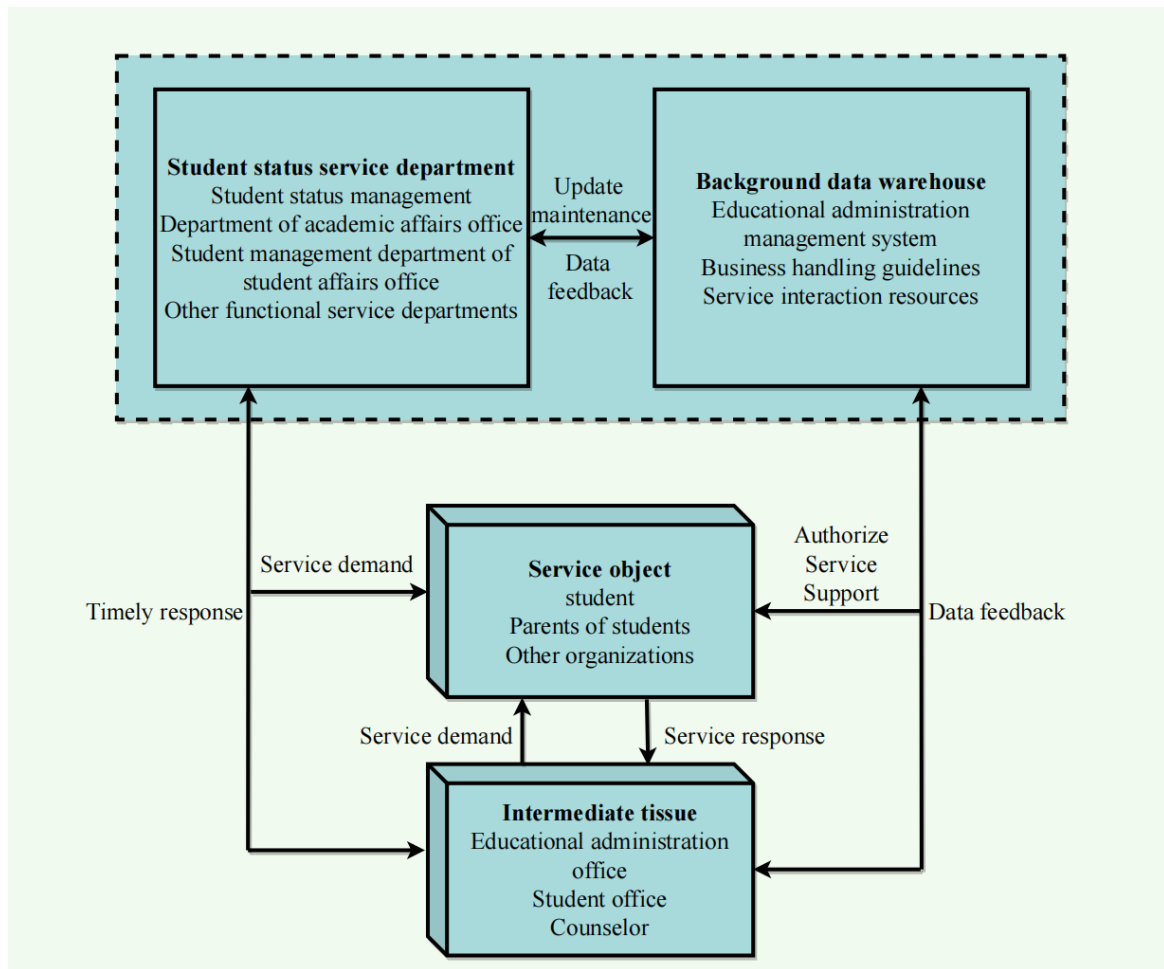


Fig.1 Service-Oriented School Registration Management Mode

The student registration service department is led by the academic affairs office, and different functional departments cooperate with each other to support the operation mode centered on students and other service objects to complete the student registration service. Student Registration Service Department is the center of service-oriented student registration service mode, which receives external service demand, carries out service support, information collection and analysis, feedback intervention and other work, and grasps the initiative of student registration service. The Student Status Service Department receives different service demands of students, intermediary organizations and other organizations by on-site acceptance, telephone, network and other means, responds in time, provides services, and provides a certain degree of self-service for students through the network. The staff of the Student Status Service Department directly faces students and intermediary organizations such as the Educational Administration Office and the Student Office. Their quality and service attitude will directly reflect the level of student status service and affect students' satisfaction and sense of belonging to the school.

The target of student status management activities is students. Due to the different growth environment of each student in university, there will inevitably be occasional events in the student status management activities. contingency is more prominent in the changes of student status, such as students who cannot continue to complete their studies due to sudden illness, or students who drop out of school due to major events at home. The efficient application of information technology in the daily management of student status enables student status managers to collect, analyze, and process relevant data of student status information providers efficiently and quickly. Especially through mining and analyzing student academic data, managers can have a basic understanding and planning of students' academic development through data analysis. The academic management department can make targeted reforms to the difficulty level of teaching content through data analysis results, and conduct hierarchical teaching based on the situation of students. Managers can

discover problems in a timely manner through data, intervene in problems in a timely manner, and effectively improve the quality of student registration activities.

3. Research on Optimization of Student Status Management Based on Service Orientation

3.1 Universities Should Design a Scientific Student Registration Management System to Provide Institutional Guarantees for Serving and Cultivating Talents

The basis for university to exercise the power of student status management according to the law is the student status management system of university, so the student status management system of university has clear guidance and standardization for the student status management activities of university. Therefore, in the pattern of running schools according to law, university must scientifically formulate a set of student status management system that keeps pace with the times with the thinking mode of the rule of law, so as to balance the relationship between the management power of university and the rights and interests of students, and regulate the order of student status management with the system. Process management is the core function module of the system, and together with safety management, it forms the basis of the whole rapid secondary development model, which includes process list management, process instance monitoring and task item management, etc. It is also only used by the system administrator role. The process list management shows the established rules (process templates) of the business that needs to use workflow during the flow process, which includes the basic information of the process, the definition of process nodes, how to jump the process, and the roles bound to the process nodes. During the flow process, the workflow engine drives the business logic according to the process nodes of the process template; Process instance monitoring provides a view of all processes in the current system; Task item management forms tasks involving personnel based on the defined content of the process template used, and manages these tasks. Flowcharts are used to supplement textual explanations. Due to spatial constraints, some functional module flowcharts are displayed using multiple flowcharts. For example, in student basic information management, students are added as an independent flowchart, while other functions such as modifying student information, deleting student information, exporting student information, and retrieving students are used as a flowchart.

The student basic information management can add student information (including single addition and batch import) to the student status management system, modify the existing student information, delete the students who entered incorrectly, display the detailed information of a student, and search the students according to the conditions. There is required information when adding students. After submitting and entering student information, you will return to the basic information management page whether it is successful or not. When searching for students, fuzzy search can be carried out according to the search conditions, which is convenient for users to use; Finally, it also provides the function of exporting the student list. As shown in figure 2.

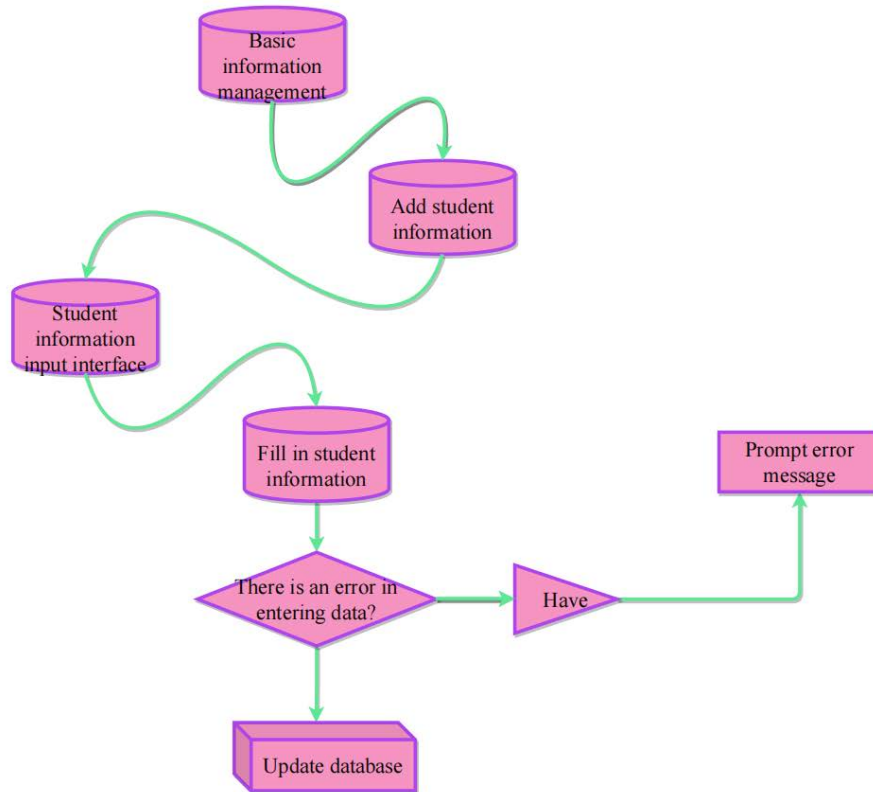


Fig.2 Flow Chart of Student Basic Information Management-Adding Students

On the one hand, universities should pay attention to strengthening the top-level design of school decision-making in their work, and on the other hand, they should pay more attention to the “student-centered” educational management concept. Secondly, we should attach great importance to listening to the good opinions and suggestions of students as relevant stakeholders, and try to adopt flexible and varied working methods in our work to protect the legitimate rights and obligations of students, allowing them to participate in the decision-making of the student registration management system. The service-oriented student registration management system is a specific interpretation of the goals of talent cultivation in universities, a specific regulation of the specifications and standards for talent cultivation in universities, and is clearly defined in the form of articles. Generally speaking, the relationship between students and the school has clearly shown that students enter the school as consumers and become buyers to receive the educational services of the school, which is also the seller to provide educational management services to the school. Because identity determines the final service content, therefore, it is necessary for schools to guarantee students' right to acquire corresponding knowledge in their daily life and study, and students should also have the right to choose their favorite majors and teachers to ensure their own life safety. Schools should take the direction of helping students become pillars as the starting point, and constantly cultivate highly educated and high-quality talents for the society and the country. The Student Status Service Department or intermediary organizations must respond to the needs of the clients in a timely manner.

3.2 Agile Development Process of Student Status Management System

The traditional methods widely used in software development mainly include waterfall model, spiral model, fountain model and RUP (Rational Unified Process). These traditional software development methods focus on completing a software's business process design, demand analysis, system outline design, database design, and system detailed design first, then to the software implementation, testing, online stage, and finally to do support maintenance. This process is completely unknown to customers. This unknowability can even result in the system

implementation being far from customer requirements. The management of student status provides students with space for independent choice and development of their strengths, and must meet the needs of students' individual development and implement scientific and flexible management. The flexible learning system and course selection system in universities have actually given students more autonomy in their choices. Although this approach increases the workload of student registration workers, it achieves a scientific student registration management system that promotes students' comprehensive development, coordinates and unifies students' comprehensive and individual development, and also provides a solid foundation for students' individual development. It allows students to understand that individual development is selective development based on comprehensive development, thereby encouraging them to strive for individual and characteristic development.

For the consulting service demand, the educational administration office, the student affairs office and the student status service department can quickly provide corresponding services and handle business; For other information verification and verification businesses, the Student Status Service Department or intermediate organizations can meet the needs of clients in time by using relevant business guidelines or through the educational administration system; Some businesses that need to be approved by multiple functional service departments may be difficult to solve in a short time. Relevant service departments must give clear guidance to students when accepting business, so as to help students get the required services quickly. University should deepen the reform of education and teaching, pay attention to the construction of a trinity talent training mechanism of enrollment, training and employment, reform the talent training mode and discard the backward thinking mode. University strive to implement “enrollment according to major categories, training according to major categories, and choosing jobs on demand”, expand students' autonomy in choosing majors, and actively explore a wide-caliber talent training model suitable for their own schools. University should clearly realize that it is necessary to implement a diversified talent training system in order to realize and promote the development of students' personality with the times. University should show their school-running characteristics through standardized management, innovative mechanism and innovative talent training mode, and form a diversified talent training system with multiple channels, specifications, platforms and intersections, which is conducive to promoting the personality development of college students.

4. Conclusions

The traditional division of departments based on functions is an inevitable result of the industrial revolution and division of labor. Then, with the development of information technology construction, the information revolution requires us to establish process oriented universities with processes as the core. The service-oriented student registration management model is a concrete practice of the “student-centered concept”. Universities must prioritize the vital interests of students, start from safeguarding their interests and needs, and focus on solving prominent problems related to their immediate interests, such as suspension, resumption, dropout, and repetition, to serve the comprehensive development needs of every student. Clarify the current deficiencies in the management of student status in various schools, strengthen this work in a targeted manner, improve the system of student status management by building secondary management, strengthening the quality of management teams, injecting humanized management ideas, and improve the mechanism of student status management, and promote the level of teaching management. Generally speaking, this paper studies the management reform of university from the perspective of business process management, and studies the application of business process management theory in the management reform of university with the graduate student status management as an example. Whether the traditional workflow engine can meet the development of this trend, and whether the workflow idea under the mobile Internet is consistent with the desktop is a place worth thinking about.

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