Academy Quality framework
Student service

Introduction

- The term – student service

- Absence of this kind of service in higher education in Serbia

- Student service not the same as student administration

- Government and law support

Mision

- To improve quality of studying and student`s life:
  - Student service as a pillar of support to students
  - Easier integration of students into the new environment
  - Student Services as an organizational unit of extracurricular activities for students

Vision

- Establishment of Student Service with units in every school

- Recognition of Student Service among students as a safe harbor

- Student Service as a bridge between students and academy

Key processes

- Financing
- Government and law support
- Logistics support
- Network (coordinating)

Strategic goals

- Web presentation of Student Service
- Close cooperation with student organizations
- Close cooperation with teaching stuff
- Conecting with local services

Operational goals

- Each school should have student service officer

- Students participation and volunteering work in student service

- Close cooperation with student parlament and representatives

- Financing and sustainability of student service
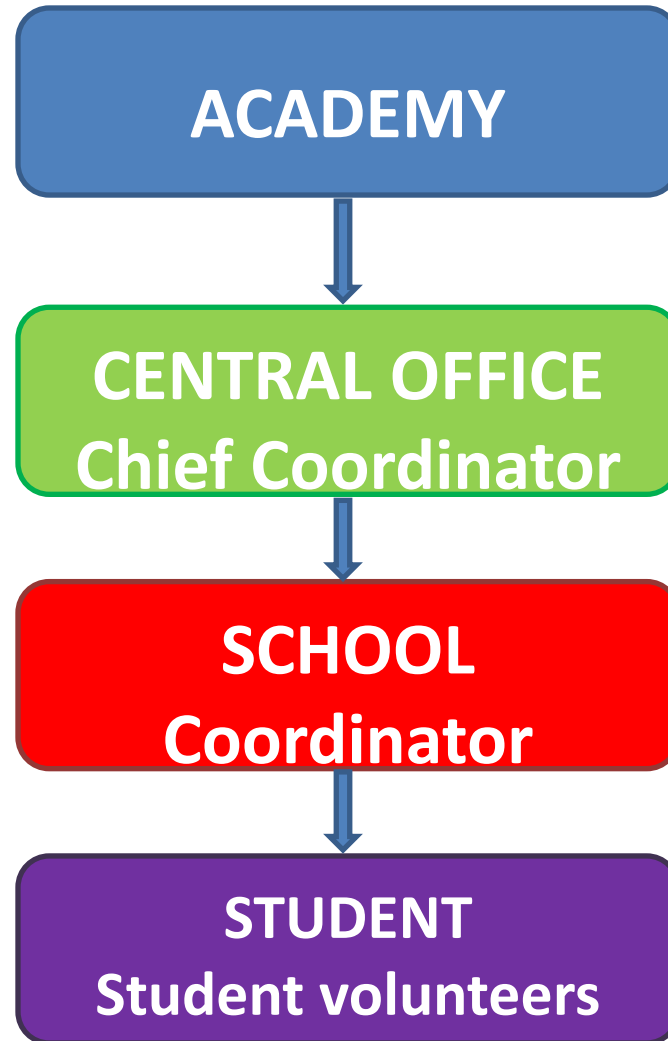
- Unique web platform for networking

ACTION PLAN

Actions	Who	Timing	Resources	Monitoring	Status	Criteria for success
Electing coordinators	Academy and school representatives	First half of 2014	HR	Dean of the academy	PENDING	Forming of the Academy
Writing the Statute	Academy representatives + coordinators	First half of 2014	HR	Dean of the academy	PENDING	Adoption of the Statute
Writing procedures and guidelines	Coordinators	Second half of 2014	HR	Dean of the academy	PENDING	Adoption
Introduction of SS to shool and student organization	Coordinators	End of 2014	HR	Head coordinator	PENDING	Good promotion
Forming offices	Coordinators + schools	End of 2014	HR	Head coordinator	PENDING	School posibilities

OPERATIONAL STRUCTURE

HVALA!

THANK YOU!