1.1 QUESTIONS

1.1.1 Why do the services exist?

IT: to improve the communication with the members of the Academy and its partners and to enable the access to all the necessary information.

Student service: to provide the students with the crucial information such as study guidelines, enrollment regulations, exam calendar, student mobility, extra-curricular activities, career guidelines…

1.1.2 Who are our customers? What can they expect from us?
Note: there are also internal customers

<u>Customers:</u>

<u>IT</u>

- students
- teachers, professors
- the participants in the Tempus project
- Ministry of Education and Science
- municipalities and regional local authorities

Student service: students

-<u>Expectations</u>: information related to education, vocation, research, innovation and entrepreneur activities

Activities:
IT
-enables the development of a unifying IT system
-enables on-line studying and long-distance learning
-enables timely communication with the teachers and professors
with respect to exam issues, consulting hours etc.
-access to e-library
Student service:
-gives information related to student excursions, extra-curricular
activities, access to the library, student evaluation, cultural
events within the Academy circle and more
Customers:
 future and active students, teachers

1.2 TODO: SUMMARIZE THE ANSWERS TO PREVIOUS QUESTIONS IN A FEW KEY PHRASES.

Connection of IT services within the Academy, improvement of communication, easier and faster approach to information…

2.1.1 What are the main key processes the services are providing?

IT:

-publishing of information precisely and in due time

-interactive communication between IT service and the students (exam dates, enrollment conditions, library resources…)

-the promotion of the Academy

Student service:

-functioning of the students' parliament

-involvement of students in the work of professional bodies and college management

-information on employment possibilities of the student who have graduated

1) IT
input:uninformed or poorely informed indvidual
transformation: introduction of modern means of communication
output: timely and quality access to information, more economical use of resources, more efficient communication
2)Student service
input: slow, outdated, inefficient and islolated service
transformation: connection of all student services
output: quality improvement, more transparent service, easy access to various information

3.1.1 How would you describe the attitude of staff necessary to fully contribute to the smooth functioning of the academy ?

-Motivation

-Team work

-Willingness to cooperate with both international and domestic partners and third parties

3.1.2 How would you describe the necessary attitude of staff to colleagues?

-professional

- cooperative

-self-critical

3.1.3 How would you describe the necessary attitude of staff towards students?

-dedicated to work, cooperative, approachable

3.1.4 How would you describe the necessary attitude of staff to third parties (work field, visitors, ...)?

-active, cooperative, flexible and energetic approach

4.1 QUESTIONS ANSWERED WITH EXAMPLES

4.1.1 To where the service wants to go to?

-introduction of novelties in modern technologies

-openness to student needs, providing better services which complies to modern technologies

4.1.2 What will the academy reach within 5 years?

- faster access to information
- more efficient and effective service, more responsible and professional approach

4.1.3 Are we expanding our activities or target groups or do we study them more thoroughly?

We expand our activities in order to stay up to date with modern technology streaming

4.1.4 What do we change in our approach?
-responsibility
-our starting points
4.1.5 Will we need other qualifications?
-human resources (the main weakness)
-English language improvement
-IT literacy