Electronic admission and enrolment processing - no queues anymore?

Abstract:
In 2000 the Technische Universität München (TUM) introduced as one of Germany’s first universities aptitude tests for the selection of its students in some degree programs. One of the major reasons for this initiative was the reduction of student drop-out rates. Hence, applicants were exclusively admitted evaluating their personal level of qualification for the respective program. By now, aptitude tests have proven their value and were introduced for nearly all TUM study programs. However the selection process is time consuming and requires an intensive cooperation between centralized and decentralized organizational units. In the past, some faculties developed isolated solutions for an IT-technical support, but a holistic solution has been missing so far. Fortunately, student application numbers rose steadily throughout the past years. However staffing in admission, enrolment and student administration remained constant. This has led to long queues and prolonged response times. Due to a change of most German federal states from a 13-year school system to 12-years, there will be a double
graduation class in 2011. In correspondence a sharp increase in the numbers of applicants from the winter term 2011/2012 on is expected. To manage this rush, it is necessary to improve the operational and organizational structure as well as the IT support in the affected areas with the goal to establish an electronic administration. In May 2008, TUM launched successfully a completely new developed electronic application process. The procedure is characterized by its flexibility to handle even complex degree-specific selections (aptitude tests and numerus clauses/enrolment limits) semi-automatically. In an ideal case, applicants will receive immediately after submitting their online enrolment the study admission. The introduction of the new online application was the first concrete result of a cooperation with the Technische Universität Graz (Austria). In a 18-months joint venture project a for Austrian universities developed, highly efficient campus management system (CAMPUSonline), is adjusted and enhanced to the extensive requirements of the German TUM and stepwise put into service. There are no admission queues anymore. The new online application and enrolment process and organizational changes, like the improved front and back office structures as well as the redesign of administrative procedures will be described and discussed in detail in this paper.

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