

# *Research on "one-stop" student community education management service mode in colleges and universities*

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**Keywords:** Higher Education Management, Student Community, One-stop Service, Education Management Model, Case Analysis

**Abstract:** This paper addresses the current situation and challenges of student community education management in universities, proposing a "one-stop" student community education management service model. Based on this, the feasibility and effectiveness of this model are explored through case analysis and performance evaluation. Firstly, relevant theories are reviewed and summarized, including the concept of student community education management in universities, the current status of related research at home and abroad, and the reference experience of similar management models in other fields. Secondly, the design framework, main functions, and implementation path of this model are proposed, and its validation and improvement are verified through case analysis. Finally, the effectiveness of this model is evaluated through empirical research and discussion, along with prospects and suggestions for future development. This study aims to provide innovative ideas and practical experience in education management for universities, promoting the improvement of student community education management.

## 1. Introduction

With the popularization of higher education and the advancement of society, university education management plays an increasingly important role. Student community education management, as an integral part of university education management, directly affects students' learning experiences and growth environments. However, traditional student community education management models suffer from problems such as information asymmetry, scattered services, and low management efficiency, hindering the improvement of education management and the comprehensive development of students. In this context, the "one-stop" student community education management service model has emerged. This model aims to provide integrated, convenient, and personalized management services by integrating various educational resources and services to meet students' comprehensive educational needs. Compared with traditional models, the "one-stop" service model has obvious advantages in information sharing, service experience, and management efficiency, offering a new development path for university education management. Therefore, the purpose of this study is to explore the concept, characteristics, and application prospects of the "one-stop" student community education management service model in universities[1]. By analyzing the problems existing in the current university education management

models, this paper will propose the necessity of establishing the "one-stop" service model and explore its potential role in enhancing students' comprehensive quality and improving the quality of community education. Through the research and discussion of this model, the aim is to provide theoretical support and practical guidance for university education management practices, promoting the improvement of education management and the comprehensive development of students.

## **2. The Current Situation and Problems of Student Community Education Management in Universities**

### **2.1 The Importance of Student Community Education Management**

In the field of higher education, student community education management plays a crucial role. The student community is not only a place for students' learning and living but also an important environment for shaping their ideologies, social interactions, and cultural influences. Therefore, effective student community education management directly affects students' learning experiences and overall development. Firstly, student community education management is crucial for shaping a positive campus culture. A good campus culture can promote students' mental health and personality development, create a positive learning atmosphere, and build a harmonious and stable campus environment. Secondly, student community education management is an effective way to enhance students' comprehensive quality. Through student community education management, various extracurricular activities and club organizations can be provided to students, expanding their interests, cultivating their teamwork spirit and leadership skills, and promoting their comprehensive development[2]. Additionally, student community education management is also the foundation of campus civilization construction. Through standardized management and guidance, students' good behavior habits and sense of social responsibility can be cultivated, enhancing their civic qualities and social values, and fostering more responsible and caring talents for society. In summary, the importance of student community education management is self-evident. It not only concerns the individual growth and development of students but also relates to the harmony and progress of the entire society. Therefore, strengthening student community education management, improving its management level and service quality, is an important task in university education management work.

### **2.2 Problems of Current Management Models**

Currently, although universities have conducted certain explorations and practices in student community education management, there are still some problems that hinder the improvement of management efficiency and service quality. Firstly, information asymmetry is one of the main problems of the current management model. Students need to access various information, including activity arrangements, club recruitments, and learning resources. However, information is scattered, and there are multiple channels for obtaining it, resulting in insufficient and disorganized information, often leading to students' confusion and frustration. Secondly, scattered services are also a difficult problem in the current management model. Due to the decentralized setting of management departments and service organizations, students need to consult and apply for services from different departments or units separately, resulting in cumbersome service processes, low efficiency, and increased time and energy costs for students. Additionally, low management efficiency is another problem urgently needing to be addressed in the current management model. Traditional management models often rely on manual operations and human management, with complex workflows and low management efficiency, which easily lead to information omissions

and errors, affecting the quality and effectiveness of management work. In summary, the current student community education management in universities faces problems such as information asymmetry, scattered services, and low management efficiency[2]. These problems not only hinder the development of management work but also affect students' learning experiences and service perceptions. Therefore, it is necessary to explore new management models, improve management levels, and enhance service quality to meet students' growing educational needs and management expectations.

### **3. Concept and Characteristics of the "One-stop" Student Community Education Management Service Model**

#### **3.1 Definition of the "One-stop" Service Model**

The "one-stop" service model revolutionizes the traditional approach to education management by centralizing resources and services, thereby simplifying the student experience and optimizing administrative processes. This innovative model not only facilitates access to essential educational services but also fosters a more student-centric approach to higher education. One of the key features of the "one-stop" service model is its emphasis on convenience and accessibility. By consolidating diverse resources and services onto a single platform or within a unified institution, students can easily navigate through various academic and administrative tasks without the need to navigate multiple channels or endure bureaucratic red tape. This seamless access to information and services empowers students to take control of their educational journey and make informed decisions regarding their academic and extracurricular pursuits. Moreover, the "one-stop" service model promotes efficiency and effectiveness in education management. By eliminating redundancies and streamlining processes, universities can allocate resources more strategically and allocate staff to focus on value-added activities rather than administrative tasks[3]. This optimization of resources not only enhances productivity within the institution but also ensures that students receive timely and effective support throughout their academic journey. Furthermore, the "one-stop" service model promotes inclusivity and equity in education by removing barriers to access and providing personalized support to students from diverse backgrounds. Whether students require assistance with course registration, financial aid applications, or accessing support services, the centralized nature of the "one-stop" model ensures that no student is left behind. This commitment to inclusivity reinforces the university's dedication to fostering a supportive and inclusive learning environment where every student has the opportunity to thrive. Overall, the "one-stop" service model represents a paradigm shift in higher education management, offering a holistic approach to student support and administrative efficiency. By embracing this model, universities can enhance the student experience, improve operational effectiveness, and ultimately, cultivate a culture of success and innovation within the institution.

#### **3.2 Overview of Characteristics**

The "one-stop" student community education management service model has several prominent characteristics. Firstly, the model integrates various departments within the university and external resources to provide students with a unified service window, achieving integrated management of educational resources. Students can complete various educational tasks on the same platform, avoiding problems of information asymmetry and scattered services. Secondly, this model greatly improves students' efficiency in handling tasks, saving them time and energy costs and enhancing their service experiences. Students can access one-stop services through a unified platform rather than visiting multiple departments or institutions. Additionally, the "one-stop" service model

considers students' personalized needs, providing them with more intimate and personalized education management services through personalized recommendations and customized services. This helps meet the diverse needs of different student groups, enhancing the targetedness and effectiveness of management services. Finally, the model leverages information technology to achieve data-driven monitoring and analysis of education management processes, providing scientific support for decision-making. Through data analysis of student behaviors and needs, timely adjustments and optimizations of management services can be made, enhancing management levels and service quality. In conclusion, the "one-stop" student community education management service model is characterized by integrated services, convenient experiences, personalized support, and data-driven approaches, aiming to provide students with comprehensive, convenient, and personalized education management services, promoting students' comprehensive development and improving education quality[4].

## **4. Application Cases of the "One-stop" Service Model in University Education Management**

### **4.1 Case Analysis One: A Certain University's "One-stop" Service Center**

In recent years, a certain university established a "one-stop" service center to address the problems of traditional student service management models. This center aims to integrate various educational resources and services within the university to provide students with convenient one-stop management services. Below are some key features and application cases of this center: Firstly, the "one-stop" service center integrates various service resources within the university, including course information, activity updates, scholarship applications, psychological counseling, etc., forming a unified service platform. Students can access information and services through online platforms or physical service counters, achieving centralized information management and convenient service experiences. Secondly, leveraging information technology, the center achieves unified data management and intelligent analysis. By analyzing student behaviors and preferences, the center can understand students' service needs and preferences in a timely manner, providing personalized service recommendations and customized management support[5]. Additionally, the center has established a sound service process and quality evaluation mechanism. Students can evaluate and provide feedback on services through the platform, and management personnel can adjust and optimize service content and processes based on feedback, continuously improving service quality and user satisfaction. Finally, the center has established close cooperation with various departments within the university and external organizations. Through cooperation with various education resource providers, the center provides students with more diverse education services, meeting the diverse educational needs of students. In summary, a certain university's "one-stop" service center provides students with comprehensive and convenient education management services. Through resource integration, intelligent analysis, quality evaluation, and win-win cooperation, the center effectively enhances students' service experiences and education management efficiency, providing valuable exploration and practical experience for the innovation of university education management models.

### **4.2 Case Analysis Two: Digital Campus Platform**

In recent years, a certain university has launched an application called the "Digital Campus Platform" as a practical case of its "one-stop" student community education management service model. This platform integrates various internal and external resources and services to provide students with convenient education management services. Below are the main features and application cases of this platform: Firstly, the "Digital Campus Platform" integrates various

information resources and service functions within the university. Students can access course information, activity notices, campus news, etc., through the platform, achieving centralized information access and management. Additionally, the platform provides online services such as course selection, activity registration, club recruitment, etc., making it convenient for students to handle various tasks. Secondly, the platform uses information technology to provide personalized recommendations and customized services. By analyzing student behaviors and preferences, the platform can recommend courses, activities, and resources that match students' interests and needs, improving the targetedness and intimacy of services. Additionally, the "Digital Campus Platform" seamlessly integrates online and offline services. Students can access online queries and handle tasks through computer or mobile applications, as well as seek offline consultations and handle tasks at service counters on campus, flexibly meeting students' different needs and habits. Finally, the platform has established a sound user feedback mechanism and service evaluation system. Students can evaluate and provide feedback on services through the platform, allowing management departments to understand students' needs and opinions in a timely manner, adjust and optimize service content and processes accordingly, improving service quality and user satisfaction. In summary, the "Digital Campus Platform" of a certain university, as a practical case of the "one-stop" student community education management service model, provides students with comprehensive and convenient education management services. Through resource integration, personalized recommendations, seamless online and offline integration, and service evaluation, the platform effectively enhances students' service experiences and management efficiency, providing valuable practical experience for the innovation of university education management models[6].

## **5. The Impact and Role of the "One-stop" Service Model in Higher Education Management**

The "one-stop" service model, as an innovative practice in higher education management, has had a positive impact and played an important role in educational management. Firstly, this model effectively enhances management efficiency. By integrating various resources and services from both inside and outside the university, it achieves centralized information management and provides a convenient service experience, greatly improving student efficiency and reducing the workload of educational management departments, thus enhancing management efficiency. Secondly, the "one-stop" service model expands the scope of services and improves service quality. Students can access various educational services, including course selection, activity registration, scholarship applications, etc., through a unified platform or institution, realizing one-stop service. Additionally, through personalized recommendations and customized services, it provides students with more intimate and personalized management support, enhancing service targeting and user satisfaction. Furthermore, this model promotes campus culture construction and student community development. Through diverse extracurricular activities and club organizations, it stimulates students' enthusiasm for learning and social participation, creating a positive campus culture atmosphere. Additionally, the "one-stop" service model promotes communication and cooperation among students, enhancing their teamwork spirit and leadership abilities. Lastly, this model provides data support and decision-making basis for higher education management. By utilizing information technology to monitor and analyze student behaviors and needs, it can promptly understand students' service needs and preferences, providing a scientific basis for management decision-making and promoting the scientific and intelligent development of educational management. In conclusion, the "one-stop" service model has had multifaceted positive impacts and significant roles in higher education management, effectively enhancing management efficiency, expanding the scope of services, promoting campus culture construction, improving service quality, and providing valuable exploration and practical experience for the intelligent development of

educational management[7].

## **6. Establishment and Implementation Strategies of the "One-stop" Service Model**

### **6.1 Organizational Structure and Design**

The establishment of the "one-stop" service model involves organizational structure and design, requiring the rational planning of departmental responsibilities and collaboration mechanisms to ensure the smooth implementation and operation of the service model. Firstly, it is necessary to establish a specialized management institution or department responsible for "one-stop" services. This institution should possess functions such as overall planning, resource integration, and service promotion, responsible for unified planning and management of various service affairs. Secondly, it is essential to design the organizational structure reasonably, clarifying the responsibilities and collaboration relationships of each department. Departments such as service counters, information technology, and business departments can be established to handle student reception and consultation services, platform construction and data management, and various business processing and service promotion, respectively. Additionally, it is crucial to establish cross-departmental collaboration mechanisms to achieve resource sharing and information exchange. Effective communication channels and workflows should be established between departments to ensure smooth information flow and efficient services. Lastly, attention should be paid to personnel training and team building. Establishing the "one-stop" service model requires a professional management team and service personnel team, who need to possess good service awareness and communication skills, be familiar with business processes and information system operations to ensure service quality and user experience. In summary, the establishment of organizational structure and design of the "one-stop" service model are crucial, requiring unified planning and coordination of various service affairs to ensure the smooth implementation and operation of the service model.

### **6.2 Technical Support and Information System Construction**

The establishment and implementation of the "one-stop" service model rely on effective technical support and information system construction. The following are related strategies:1. System Requirements Analysis and Planning: Before system construction, a system requirements analysis is needed to clarify various service functions and user needs. Based on the analysis results, system planning should be conducted to determine system architecture and functional modules, ensuring that system design meets actual needs.2. Platform Construction and Development: According to system planning, platform construction and development work should be carried out. Custom development can be performed based on existing information platforms or open-source software for customization and secondary development to meet specific service needs and management requirements.3. Data Integration and Resource Sharing: Integrate various internal and external educational resources and service functions to achieve unified data management and resource sharing. Ensure that various information systems can achieve data interoperability and information sharing to improve resource utilization efficiency and service efficiency.

Security Assurance and Risk Prevention: Information security and data protection should be emphasized during system construction. We need to establish a comprehensive security mechanism and risk prevention measures to ensure the stable operation of the system and the security and confidentiality of user data. This will help prevent information leakage, network attacks, and other risks. Training and Technical Support: Conduct relevant training and technical support for system users and managers. We need to train users to be familiar with the operation process and

characteristics of the system, thereby improving their efficiency and service experience. Additionally, we should provide technical support to promptly solve any problems and confusion users may encounter, ensuring the stable operation of the system and guaranteeing user satisfaction. In summary, technical support and information system construction are crucial aspects of implementing the "one-stop" service model, requiring unified planning and coordination of various tasks to ensure that system design and construction meet actual needs, providing strong support for the smooth implementation and operation of the service model.

### **6.3 Talent Cultivation and Team Building**

In the process of establishing and implementing the "one-stop" service model, talent cultivation and team building are essential aspects. Firstly, talent selection and allocation should be carried out for management teams and service personnel to ensure that they possess relevant professional knowledge and skills, as well as good service awareness and communication abilities, to undertake the tasks required by the service model. Secondly, training and skills improvement should be conducted to enhance the professional level and service capabilities of team members. This includes training in service skills, communication skills, and information system operation to ensure that team members possess the skills and knowledge needed to complete their work. At the same time, it is necessary to clarify the responsibilities and tasks of management teams and service personnel, establish scientific and reasonable work processes and collaboration mechanisms, so that each member understands their responsibilities and work goals, ensuring smooth work progress and efficient implementation of services. Additionally, team building and incentive mechanisms are also crucial, creating a good work atmosphere and team cooperation atmosphere, establishing incentive mechanisms to reward and recognize according to work performance and contribution, inspiring team members' work enthusiasm and creativity, improving overall team performance and service levels. Lastly, continuous learning and knowledge updating are also crucial, encouraging team members to continuously learn and update knowledge, pay attention to industry development trends and service model innovations, continuously improve their professional level and service capabilities, and provide strong support for the continuous improvement and optimization of service models. In conclusion, talent cultivation and team building are important guarantees for the implementation of the "one-stop" service model, which require work in various aspects such as reasonable selection and allocation, training and skills improvement, clarification of responsibilities, team building and incentive mechanisms, continuous learning and knowledge updating, to establish a high-quality, professional management team and service personnel team, providing strong support for the smooth implementation and operation of the service model.

### **7. Conclusion**

Furthermore, the success of the "one-stop" service model in higher education management underscores the importance of adaptability and responsiveness to evolving student needs and technological advancements. As educational institutions continue to face new challenges and opportunities, the flexibility inherent in the "one-stop" service model allows universities to quickly adapt their services to meet changing demands. Additionally, the widespread adoption of digital technologies has transformed the landscape of higher education, necessitating a shift towards more efficient and user-friendly service delivery models. The "one-stop" service model aligns with this trend by leveraging technology to streamline administrative processes, enhance communication channels, and personalize the student experience. Moreover, the implementation of the "one-stop" service model fosters a culture of collaboration and innovation within universities, as stakeholders across various departments work together to integrate resources and improve service delivery. This

collaborative approach not only benefits students by providing them with seamless access to a wide range of services but also enhances institutional efficiency and effectiveness. In conclusion, the "one-stop" service model represents a significant advancement in higher education management, offering a holistic solution to the complex challenges facing modern universities. By embracing this model and continuing to refine its implementation, universities can position themselves at the forefront of educational innovation and provide students with the support they need to succeed in an increasingly dynamic and competitive environment.

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