



Study on Hierarchical Service Management Mode of Students in Student-Centered Higher Vocational Colleges

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Abstract. Student affairs management plays an irreplaceable role in guiding, standardizing and guaranteeing the growth and development of students. With the popularity of the concept of “student-centered”, the hierarchical service-oriented work mode has been recognized and accepted by more and more colleges and universities, while the managerial work mode still plays a residual role in the work of students in higher vocational colleges. Constructing “student-centered” concept of science education has become the most popular education service management model, which is of great significance to promote the harmonious development of higher vocational education. Service management at present, China & apos; s higher vocational colleges students still exist some disadvantages, we must stick to the student-centered and guide the student affairs management mode of higher vocational colleges construct hierarchical service working train of thought, make the combination of education, management and service work, to cultivate students & apos; professional technology and skills, practical output of professional and technical personnel to the society, Through the development direction of the new era, we will cultivate all-round and high-quality talents with distinctive modernization.

Keywords: student-centered · Higher vocational colleges · Hierarchical service management mode

1 Introduction

The management of college students’ affairs runs through the whole process of college students’ development, growth and talent development [2]. Higher vocational colleges must adhere to the principle of “students as the center”, take the training of high-quality technical talents as the core, maximize the moral education function of higher vocational colleges in service, education and management, achieve good service, education in place, and standardized management, and promote the improvement of students’ comprehensive quality in all fields. Constructing a student-centered hierarchical service management model has great significance in promoting the harmonious development in the field of education in our country.

2 Research Background and Significance

2.1 Research Background

The student management is the core of the work of higher vocational colleges, which directly reflects the educational philosophy of higher vocational colleges. The good and bad effect of student management is also the external reflection of the management level of higher vocational colleges. Higher vocational education in deepening reform and progress of the development of the background, the higher vocational college students & apos; management mode is facing tough choices: one side is played an important role in the student management work is the management of it and the modern education gradually apart work mode, on the other side is not to play a leading role in the student management work has potential of a service-oriented work mode. How to choose the two, I believe that many higher vocational colleges will according to the needs of the new era and the existing experience, review the tense, has or is ready to choose a suitable student management mode for the development of their own schools.

Higher vocational college students and ordinary high school students is there exist certain differences, the differences, we should correct view, looking for more suitable for higher vocational college students & apos; education and management of the work mode, improve school management level, using the method of service management stimulate the potential of students in higher vocational colleges, so as to improve the teaching quality of higher vocational colleges, promote students all-round development.

2.2 Significance

The students in higher vocational colleges develop in the direction of diversification. The hierarchical and classified service management mode is a management mode for students in higher vocational colleges with different majors, different learning goals and different development goals, so that students of different levels and structures can adapt to different service management modes. In the hierarchical classification teaching, hierarchical classification guidance, hierarchical classification services, under the premise of hierarchical classification management, stimulate students & apos; learning motivation, improving the students & apos; professional skills, promote the all-round development of students, for students to improve education level, encourage volunteer service (draft, western plan), support entrepreneurship practice, broaden the employment channels to do a good job of service management. Implement stratified service management mode to promote students & apos; all-round development.

3 The Main Problems of Student Management in Higher Vocational Colleges

3.1 Students Resist the School Management System

Most of the students in higher vocational colleges are about 20 years old, and they are in the stage of puberty, with rapid physiological and psychological development. They have active thoughts, strong ability to accept new things, rich feelings, vigorous energy

and strong sense of independence. However, it is easy to be affected by some unhealthy thoughts, and it is easy to be extreme and impulsive in emotions. It tends to do simple things and be reckless. It is easy to conflict with the management mode of the school, ignore and pay no attention to the management regulations of the college and ignore the rules and regulations of the school.

3.2 Students & Management Concept Lacks Innovation

Student management is a comprehensive and specific work, which mainly includes student teaching management, student life management, student psychology management, student behavior standard management and so on. When vocational colleges carry out student management work, they still use the more traditional management idea and management mode. In terms of management philosophy, schools cannot fully understand the ideas of students, but pay more attention to the role of teachers in the teaching process, thus ignoring the real needs of students. In terms of student management mode, many higher vocational colleges still adopt more traditional teaching management mode, which leads to the rigidity of teaching management mode and even makes students have resistance to teaching management, thus affecting the comprehensive development of student management.

3.3 The Management of Higher Vocational Colleges Cannot Meet the Individual Needs of Students

At present, when many higher vocational colleges carry out the student management work, they still can't use the hierarchical service management method well. There are the disadvantages of unified and strict management of students, which makes the student management of higher vocational colleges too rigid and lack the sense of hierarchy. At present, the educational organization form and student management mode of most vocational colleges in China are consistent with other colleges and universities, and cannot highlight their own management characteristics. The goal of higher vocational colleges is to cultivate high-tech talents with professional skills for the country and society. Therefore, higher vocational colleges should highlight the pertinence and professionalism of school management when managing students.

3.4 Lack of Professional Student Management and Guidance Personnel

The student service management in higher vocational colleges is a professional work. The staff of student management in colleges and universities need to have certain professional knowledge and moral quality to increase the science and rationality of student service management. At present, the student service management of many higher vocational colleges is mainly undertaken by counselors, and there is a lack of professional student life management instructors and student career planning instructors, which makes the student management of higher vocational colleges lack of hierarchy, which is not conducive to the improvement of the management level of higher vocational colleges.

4 Research and Analysis of Hierarchical Service Management in Higher Vocational Colleges

4.1 Research Object and Content

In order to better manage students, develop a perfect hierarchical service management mode, through sending questionnaires to students, the analysis and research of their data, statistics of the specific content of service management required by current students. This questionnaire survey was conducted in March 2022. It was carried out by online questionnaire and randomly surveyed college students around the service management mode required by students. A total of 2000 questionnaires were sent out, with a recovery rate of 100% and 1973 effective questionnaires with an effective recovery rate of 98.65%.

This questionnaire is divided into two parts: the first part is to understand the basic information of the investigators, including age, gender, political status, grade and major; The second part understands the specific content of service management required by the survey students, including life, study and psychology.

4.2 Survey Results and Analysis

Service management mode required by students

According to the survey results (Fig. 1), students strongly agree with the hierarchical service management model and choose the required service management according to their own problems. Among them, 634 (32.13%) are in conventional management, 1230 (62.32%) are in learning style management, 1089 (55.19%) are in cultural management, and 1535 (77.8%) are in psychological construction.

In a word, it is particularly important for higher vocational colleges to carry out hierarchical and progressive student service management. Higher vocational colleges should pay attention to the individual development of students and implement progressive management for students in different levels to meet the needs of the current three-dimensional

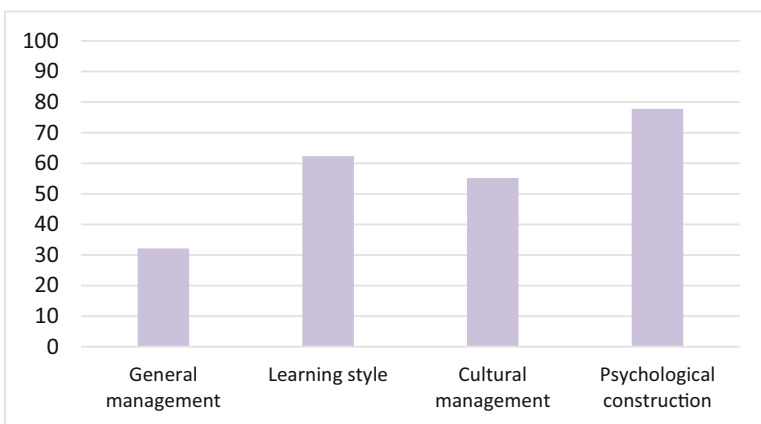


Fig. 1. Hierarchical service management mode required by students (self-drawn)

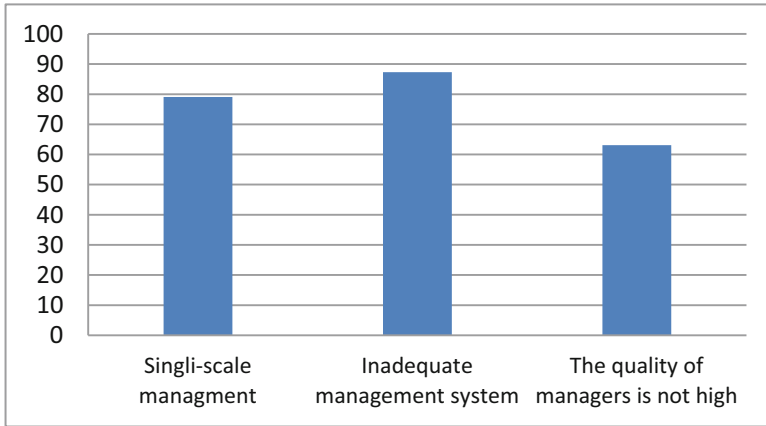


Fig. 2. Problems in student management in high vocational schools (Self-drawn)

and personalized talent training. From the point of view of the hierarchical management structure, each major higher vocational colleges should focus on the cultivation of students & apos; discipline concept, self-restraint and interpersonal communication at all levels, so as to meet the individual needs of students.

There are problems in the management of students in higher vocational colleges

The survey results show that (Fig. 2), there is a problem of backward student service management concept in the current student management in higher vocational colleges. 1560 students (79.06%) think that the management mode is single. 1,723 people (87.32%) thought the management system was not perfect, and 1,245 people (63.1%) thought the quality of managers was not high.

Stratified service management mode of students not only achieves the goal of Lide tree people, but also provides different management modes for students from different starting points, determines different training methods, and cultivates their specialties for students who have the power to learn, so that students with weak foundation develop in an all-round way, truly teach students according to their abilities, and create a platform for independent learning and personality development for students. Thus forming a healthy competitive atmosphere in the college.

4.3 Higher Vocational Colleges Should Construct a “Hierarchical” Educational Management Mode

According to the survey, the students think that the hierarchical management mode serves the college students mainly through education, service and management, among which the education is mainly achieved by the construction of the party organization, ideological and political education, cultural practice activities, etc. Services are mainly through work-study programs, employment guidance, psychological counseling, hardship support, etc. Management mainly relies on the guidance and constraints of rules and regulations such as rewards and punishments and codes of conduct (Fig. 3).

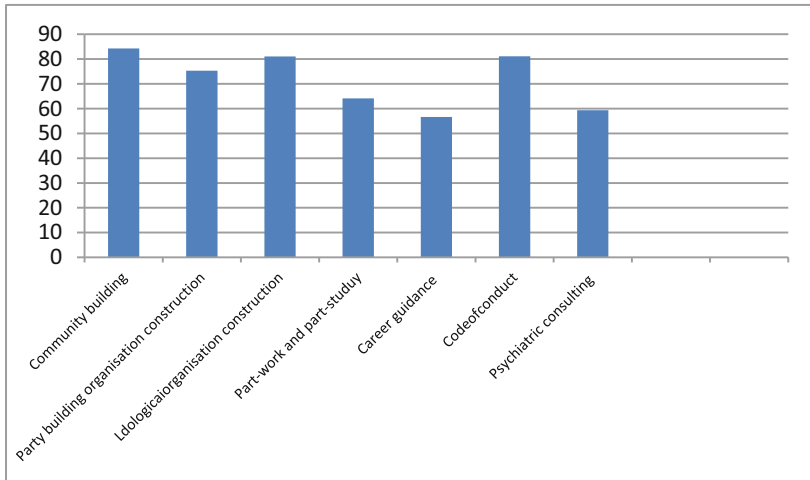


Fig. 3. Content of hierarchical service management mode in Higher vocational Colleges (self-drawn)

Hierarchical service management model applied to the higher vocational college students & apos; education in service management, not only can avoid the disadvantages of “one size fits all” education service management, Can improve the effect of higher vocational college education management, better serve the education teaching work, the more effectively achieve students develop into the high quality, comprehensive development of technical skills talents target, we will accelerate the development of vocational colleges Cheng.

5 Countermeasures for Higher Vocational Colleges to Construct Hierarchical Service Management Mode

5.1 Establish and Improve the Service Management System

Improve the service management system, combine the characteristics of different students & apos; school system, professional characteristics and development needs, improve the service management mechanism, combined with new problems and new situations in the work, and constantly strengthen the construction of the system. First of all, strengthen the sense of service, take students as the center, decompose the service management tasks into place, and ensure that they are implemented to individuals. Secondly, ensure the humanization, rationalization and standardization of service management.

5.2 Layered Service Management

According to the students & apos; development planning, establish a hierarchical and classified service management model, according to the major and the level of student enrollment, according to the general system, through the university, the cooperation

between schools and enterprises and other forms of enrollment, focus on the students & apos; academic assistance, development planning, employment guidance. Take full consideration of students & apos; learning requirements and development direction, take students as the center, and enhance students & apos; all-round development ability and sustainable development ability.

5.3 Create Hierarchical Service Management Files

According to the specific implementation of stratified service management of students, the archives will be established for students with different majors, different learning systems and different development needs. Establish files for students of different development types, such as self-study, upgrading, self-employment, conscription, western plan, Bluebird Plan, and employment. Comprehensively tracking the development of students, and constantly promoting the hierarchical service management of students is becoming more and more perfect.

6 Practical Significance of Layered Service Management Mode

6.1 Improve Students & Apos; Research Ability

Students in school focus on their studies, and students at different levels of enrollment are provided with academic counseling. Students who have completed their academic studies should be guided in their academic planning. For students enrolled in the form of college entrance examination, the focus is on the cultivation of self-study ability; The students of university-enterprise cooperation (comprehensive evaluation) focus on professional practice ability training; Students at the counterpart level should attach importance to the continuation and exercise of professional skills.

In the process of teaching, we will find that there are two kinds of situations, one is the students who can get ahead of the teaching progress, the other is the students who can & apos; t keep up with the teaching progress. Therefore, it is necessary to stratify service management. The goal is twofold. One is to help students who are ahead of the curve move forward, and the other is to make students who are less receptive try to keep up. For students who can get ahead of the teaching progress, it is to help them use the extra time to improve their research ability of independent exploration.

6.2 Improve Students' Innovative Practice Ability

In order to comprehensively improve the innovative practice ability of students in higher vocational colleges, students should be encouraged to constantly improve their innovative ability and boldly carry out social practice according to their professional characteristics and strengths. For freshmen, encourage students to carry out social practice in winter and summer vacations; For sophomores, encourage them to participate in the innovation and entrepreneurship competition, carry out practice activities in winter and summer vacations, and exercise their professional practical ability; For the junior students, guide them to constantly hone themselves in their internship posts to prepare for the smooth adaptation to the society.

6.3 Broaden the Development Channels for Students

According to the development needs of students in higher vocational colleges, the layered service management mode is implemented. Do a good job in academic guidance and planning for students & apos; self-examination and upgrading; Do a good job of policy interpretation and service guarantee for student enlistment, western Plan and Bluebird plan; Strive for resources support for students to start their own businesses; Lay a solid foundation for students to choose jobs.

7 Summary

Student service management plays an important role in school management [Reflections on the student management of Xu Dongyang Vocational College]. If vocational colleges want to improve the level of student management, it is necessary to constantly innovate the way of student service management, adhere to the student-centered, and construct the management structure of layered service for students. Higher vocational colleges explore the methods of hierarchical student management, further improve the hierarchical service management mode of students, fully tap the potential of higher vocational college students, in order to better complete the teaching objectives of higher vocational colleges, training the country needs high-quality skilled personnel. Higher vocational colleges should keep pace with The Times, accurately locate the development characteristics of college students in contemporary higher vocational colleges, effectively implement the student-oriented hierarchical service management concept, guide higher vocational colleges to build a hierarchical service management mode, improve the level of hierarchical service management of students in higher vocational colleges, and lay a foundation for the country and society to train highly skilled technical personnel with high comprehensive quality and strong development potential.

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