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ELECTRONIC ADMINISTRATIVE SERVICES FOR STUDENTS IN UNIVERSITY⁴⁰

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Abstract: Digitalization of services is a precondition for shortening of time for service provision, increase of quality, higher efficiency, error declining and discipline of participants in the process. Higher education also requires introduction of digital services to manage the research, teaching, administrative and business activities of higher education institutions. Students are main clients in the educational process and usually their needs of administrative services are not evaluated as main priority in university information systems. The paper analyses the state of the e-services provided to students at the University of Ruse and assesses the opportunities for further development and improvement.

Keywords: E-Services, university information systems, Digital Technologies

JEL Codes: L10, L11

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