



Ombudsstelle
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Annual Reporting with CRM™ Database Software

Ombudsstelle für Studierende
Austrian Student Ombudsman

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Annual Report

- regulated by §31 Higher Education Quality Assurance Act
- published every year on 15th December
- Presentation to the Minister of Science, Research and Economy and to the Parliament
- Published on parliament's and Ombudsman's homepages



Tätigkeitsbericht der Ombudsstelle für Studierende an den Bundesminister für Wissenschaft, Forschung und Wirtschaft und an den Nationalrat 2013 / 2014

(vorgelegt am 15. Dezember 2014 gemäß § 31 (7) des Bundesgesetzes über die externe Qualitätssicherung im Hochschulwesen und die Agentur für Qualitätssicherung und Akkreditierung Austria / HS-QSG, BGBl. I Nummer 74 /2011)

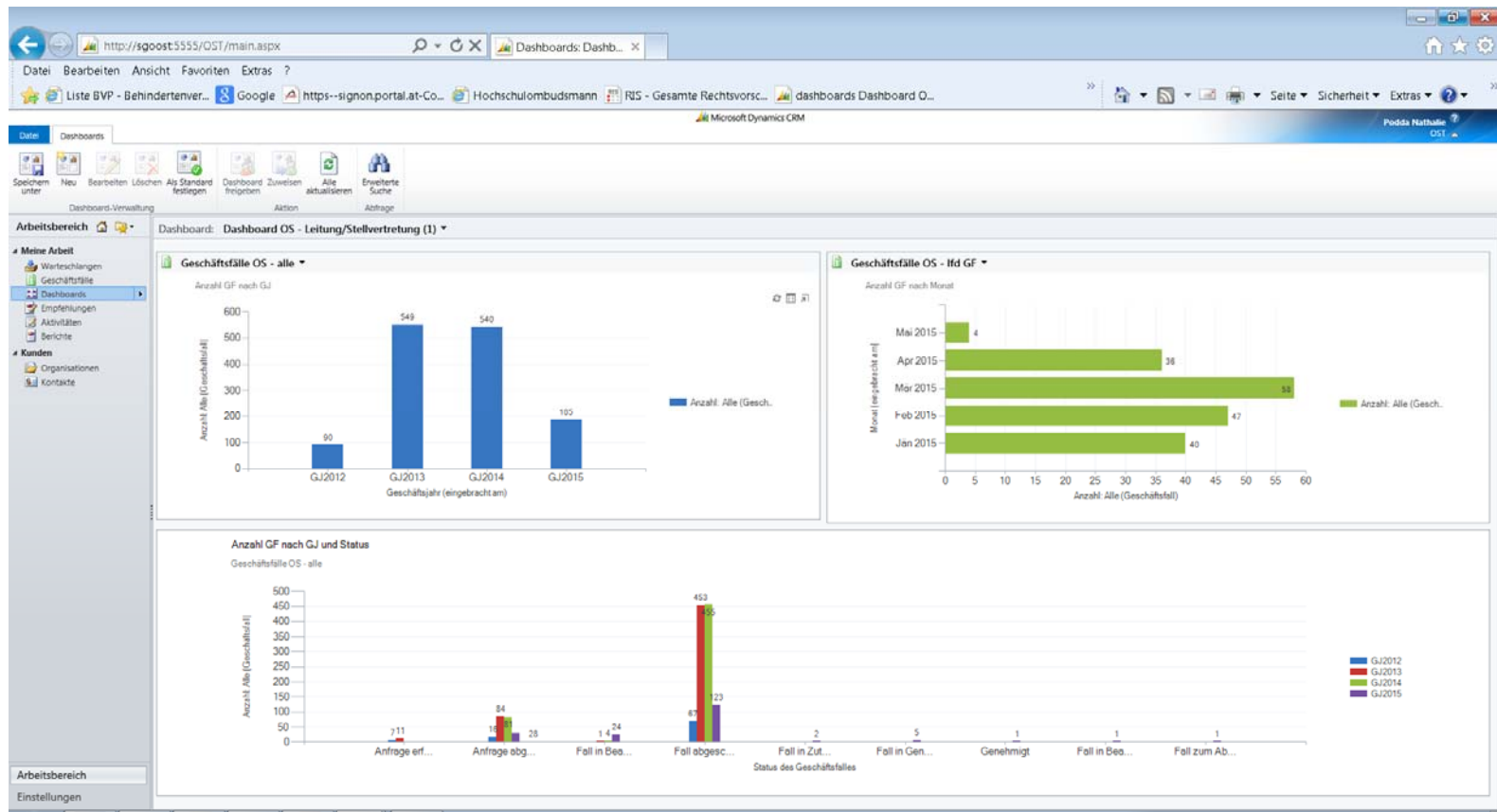
CRM™ Software

- Initial concept spring 2013, implementation in October 2013

Functionalities:

- Case management, communication management and archiving - (in 2013/14 more than 600 cases)
- Disability – friendly
short cut key to get bigger resolution
compatible with magnification software
- Flag cases
- Automatic statistic creation

Internet Explorer or Outlook

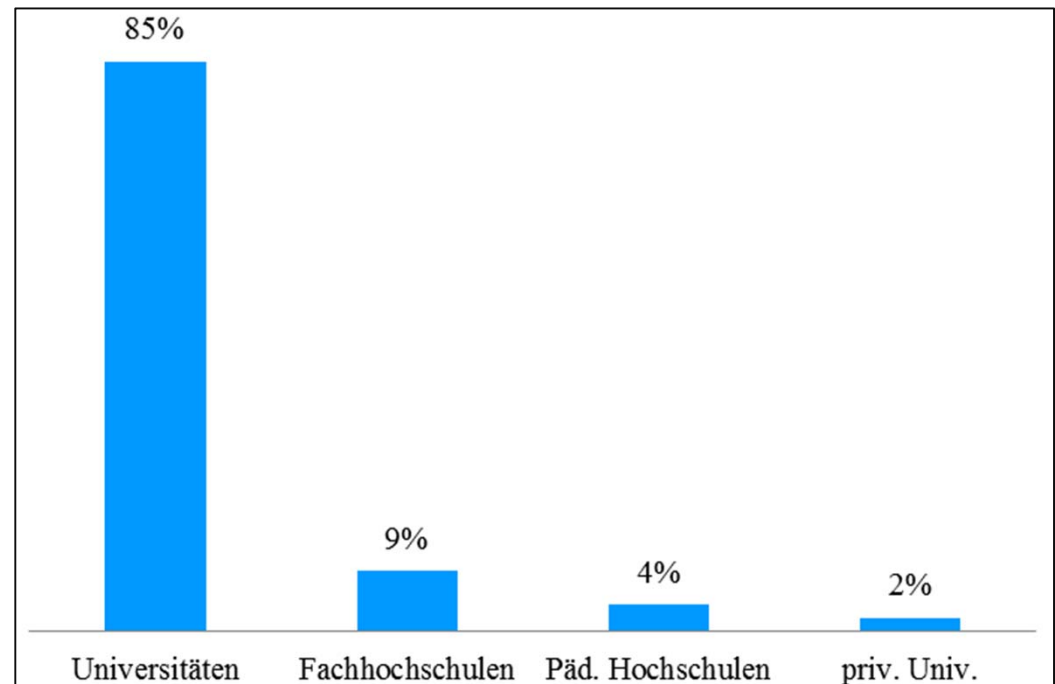


Creating statistics

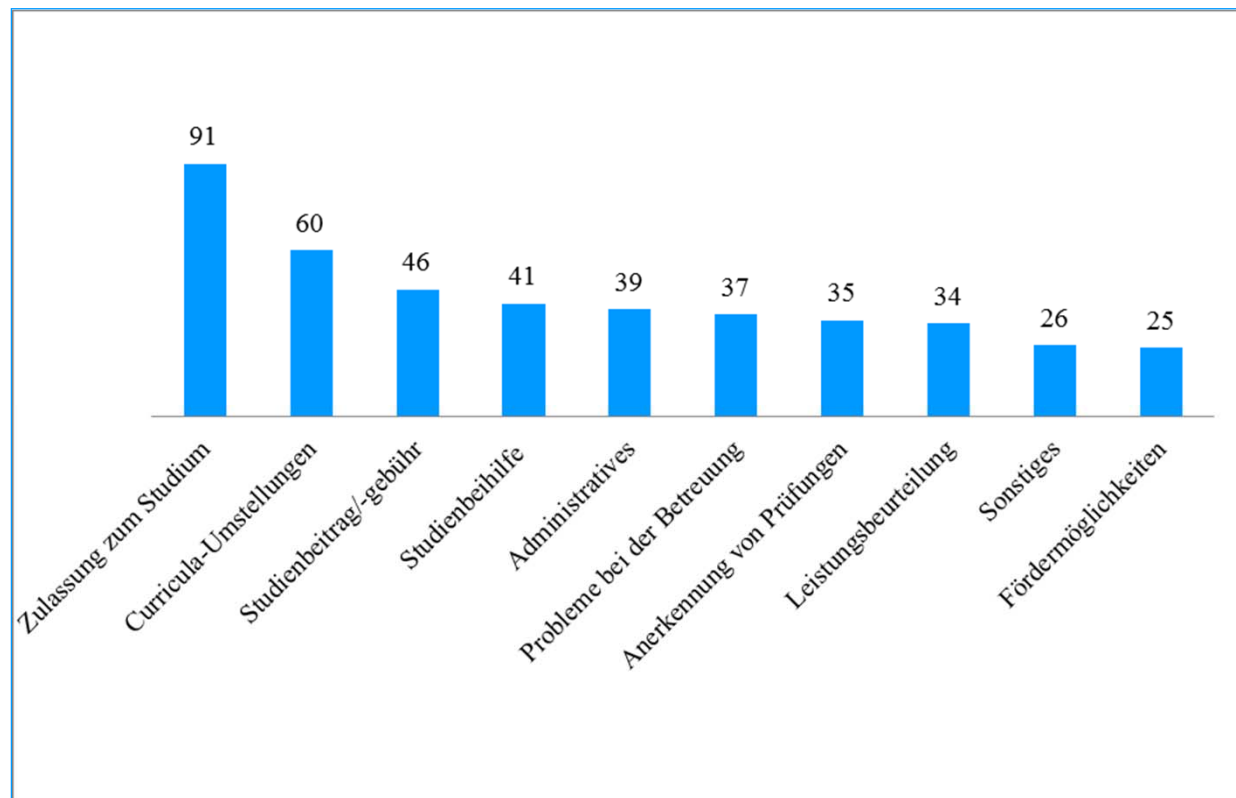
- Pre-programmed standard statistics with only one mouse click
- Bespoke statistics easily available
- Dynamic system new types of statistics required every year

Higher education institutions

1. public universities
2. universities of applied sciences
3. teacher training universities
4. private universities



Most frequent topics

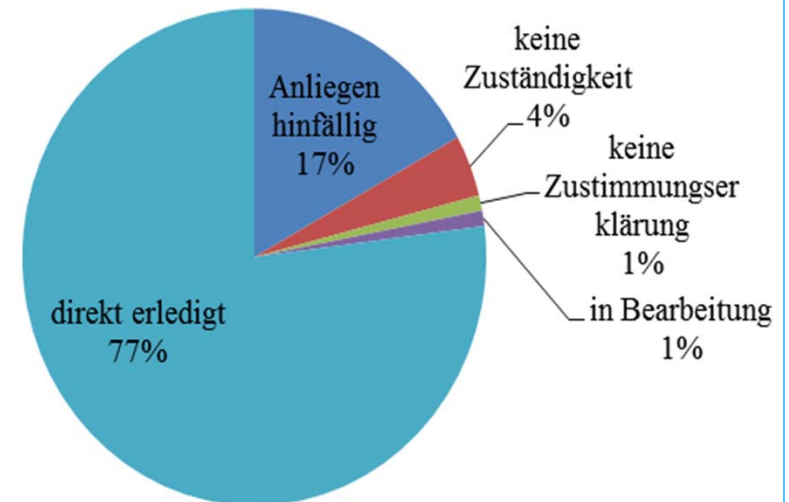


Most frequent topics

1. Application and admission
2. study programme changes by institutions
3. tuition fees
4. Grants provided by the Austrian Government
5. Administrative issues
6. Supervision by professors
7. Recognition of exams /ECTS from other institutions
8. Marks
9. Other
10. Private grants

Case management - results

1. Successful (77%)
2. Problem resolved by institutions (17%)
3. Not responsible (4%)
4. No declaration of authority (1%)
5. In progress (1%)



Other relevant statistics

- Gender
- Most frequent topics in different types of higher education institutions
- Frequences of cases in a monthly overview

Change management with CRM™

- Every year new topics and new increase and decrease
- New institutions and programmes
- New laws and regulations

- Re-programming of software

THIS YEAR:

- top 5 topics - name of institutions

Thank you very much for your attention

Floor discussion:

- Do you produce and publish a report?
- Do you have a CRM™ software and what do you use it for?
- Does it have any „special tools“?

- **Any questions?**