

# Function Cluster Planning of University Student Affairs Knowledge Management Platform

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Fund Project: Jieyang 2020 Guangdong Science and Technology Special Fund (College Project + Task List), the Science and Technology Project of Jieyang (Project No. sdzx002); Jieyang Vocational and Technical College 2018 Education and Teaching Research Project (No.: jyc2018jyy06).

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**Abstract:** As the most trivial and complicated work in colleges and universities, college student affairs always have the problems of unsystematic knowledge of affairs management and lack of effective inheritance mechanism of practical management experience. Through literature review and research, this paper combs the knowledge of college students' affairs management from the perspective of knowledge management. From the perspective of affairs management, learning and training and knowledge collaboration, it plans three functional clusters of knowledge management platform, which provides relevant basis for the follow-up development of college students' affairs knowledge management platform.

**Keywords:** College Student Affairs; Knowledge Management; Knowledge Management Platform; Knowledge Management Design

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## 1. The definition of college student affairs

“Student affairs” comes from the field of higher education in the United States, which generally refers to the sum of students' non academic affairs and all matters related to students' extracurricular activities<sup>[1]</sup>. “College student affairs management” originated from the American college student affairs management, which is relative to academic affairs. It is the general term for the planning, organization and leadership of college student affairs, and generally includes non academic affairs and all student service activities. Cai Guochun (2000) defined the management of student affairs in colleges and universities as an organizational activity for colleges and universities to exert educational influence on students through non academic affairs and extracurricular activities, so as to standardize, guide and serve students, enrich students' campus life, and promote students' growth and success<sup>[2]</sup>. Jiang Hongchi (2014) and others believe that college student affairs management is the organization, guidance and management of students' non academic extracurricular activities, involving cultural and sports activities, employment guidance, student associations and other fields<sup>[3]</sup>.

It can be seen that student affairs management in colleges and universities mainly refers to the process in which professional administrators in colleges and universities provide students with guidance and services throughout the whole process of their college career in many fields, such as academic knowledge, ideological and political education, safety management, psychological counseling, employment guidance, internship practice, community activities, interpersonal communication, etc., so as to promote their comprehensive quality.

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doi: 10.18686/ahe.v5i3.3437

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Knowledge management focuses on the maximum mining and application innovation of knowledge value in the organization, which can provide new ideas for the creation and sharing of knowledge in university affairs management. At present, there are relatively few studies on the integration of the two, mainly including learning from the concept of knowledge management, building the ability structure model (Han Dong, 2014)<sup>[4]</sup>, knowledge management system (Liu Zhen, 2011)<sup>[5]</sup>, and professional and professional development strategy (Cao Xiuxiu, 2016)<sup>[6]</sup>, etc.

## **2. Function cluster planning of university student affairs knowledge management platform**

From the perspective of knowledge management, this paper combs the management of college students' affairs, taking "affairs management" and "training and learning" as the starting point, and connecting them through "knowledge assistance". In the specific planning, the two modules of online learning and online examination are determined firstly. Online learning covers all the systematic and organized knowledge points on the platform, including knowledge base, transaction flow base, courseware base and test question base, which is "four bases in one". Online examination can support users' online evaluation through four parts: announcement, registration, examination and score feedback. These two functions achieve the acquisition and consolidation of explicit knowledge. Secondly, the transaction management and document center function modules are determined. In the transaction management module, the platform needs to support all personnel to build knowledge together, break knowledge barriers, and informatization valuable business processes for others to use, evaluate and improve. The document center module supports users to file their first-hand information as reports, files or data. Thirdly, in order to realize knowledge transfer, it is necessary to create an environment conducive to interpersonal interaction in the knowledge management platform. The knowledge discussion module supports users to carry out knowledge collaboration. One person quickly organizes topics, initiates discussions, and others actively participate. In the process of discussion, valuable ideas are constantly revealed; case center is not only from the practice of business management, but also as an important part of training and learning, which is an important embodiment of the platform to realize knowledge co construction and sharing.

These functional modules are interrelated and integrate skills, knowledge and manpower together, which can not only make the "existing knowledge" explicit in student affairs management, but also create a space to promote exchanges, encourage innovation, and facilitate the continuous production of "knowledge".

### **2.1 Student affairs management function cluster**

#### **2.1.1 Student affairs management function module**

This module aims to support users to compile and update relevant knowledge online, and to informatization the knowledge of student transaction management process: one is the function of transaction management flow. The management of various student affairs is processed and stored in the form of knowledge tree; the second is to jointly build and share functions. Learners and sharers share transaction management process through platform, and realize collaborative preparation and update of process through knowledge collaboration function.

#### **2.1.2 Document management function module**

The document center can support different levels of users to upload documents, enriching document materials and forming a document application center, in order to realize document process collaboration, co construction and sharing, and make users' knowledge and experience a part of the knowledge assets of the platform.

### **2.2 Training and learning function cluster**

#### **2.2.1 Online learning function module**

Learners can acquire knowledge through this module and apply it to practice. First, in the construction of learning resources, knowledge classification presents a tree structure. At the same time of inputting knowledge data, the knowledge can be classified and filed, and the filing is multi-dimensional, the same knowledge resource can be obtained from multiple angles, which is easy to query and use. Second, in the management of knowledge resources, the sustainable updating and integrated construction of teaching resources on the platform can be realized.

#### **2.2.2 Online examination function module**

The examination management function of the platform is a way to change the traditional examination paper and realize

online examination by using Internet technology. The process of examination management covers the issue of examination notice, examination registration, examination paper management, examination room arrangement, online examination, examination room monitoring, etc. It is mainly to solve the problem of time and space limitation of traditional examination and realize the unified examination of the whole platform.

## 2.3 Knowledge collaboration function cluster

### 2.3.1 Knowledge discussion function module

The first mock exam module comes from two concepts: firstly, learning happens in collaboration; and secondly, collective intelligence. Therefore, knowledge discussion is the best way to make the tacit knowledge of college student affairs administrators explicit. It classifies the relevant knowledge into different topics and discussion areas, encourages users to participate based on their interests or business needs, and promotes the tacit knowledge in the minds of users to be shared. The platform also supports users to communicate with each other, answer questions, online consultation and other functions, breaking through the time and space constraints through information means.

### 2.3.2 Case center function module

The platform classifies the practical experience of student affairs management into the case center, and logically connects the courseware library with the test database for later learners to obtain through the online learning module. Cases are always in the process of constantly being compiled and updated. Taking the editing of the knowledge module “dormitory contradiction handling” as an example, when it is necessary to update the specific problems of dormitory contradictions, users can understand the relevant information of previous versions on the platform, and revise them in combination with the latest situation. At the same time, the multi person collaborative revision function is also supported.

## 3. Conclusion

As a typical knowledge intensive organization, university is one of the social organizations with the most characteristics and needs of knowledge management. Based on the three functional clusters of college student affairs management planning, it lays a solid foundation for the follow-up development of knowledge management platform, creating an environment conducive to knowledge transformation and creation, and solving the problems of frequent flow of college student affairs management personnel, heavy tasks, loose organization and so on.

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