

# e-Journey Personalized Pre-Arrival Registration for Undergraduate Students

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## 1. Background

Freshmen often feel overwhelmed by complex campus rules and an unfamiliar environment during their first year. Given our unique characteristics and diverse student demographics, the services and orientation requirements vary significantly. The e-Journey system utilizes identity tags to automatically match orientation tasks, enabling precise task delivery. New students can access online guidance for key processes including Pre-Induction, student record pre-collection, fee payments, and registration procedures, effectively reducing anxiety. Campus information articles are freely edited, reviewed, and uploaded by department heads to ensure authority and timeliness. Through this system, freshmen can accurately obtain essential resources such as orientation policies, campus maps, service guides, and daily life tips. The platform facilitates multi-department collaboration via data integration,

avoiding duplicate submissions and improving administrative efficiency. A personalized progress tracking feature allows students to clearly monitor task completion status, with timely reminder emails automatically sent.

## **2. Solutions**

### **(1) Cross-departmental collaboration mechanism**

Prior to initiating the registration, we comprehensively gathered departmental requirements and integrated them into the e-Journey system. Tailored workflows were established for different student categories to ensure precise fulfillment of functional departmental needs. By implementing data access controls and system integration, seamless coordination was achieved across pre-induction , academic registration, tuition payment, emergency contact collection, and orientation guidelines.

### **(2) Customize student type settings**

Through four distinct workflows, the system leverages student data from the central platform to customize content and procedures for different student categories (e.g., SLA, SMA, Normal, XGlo), enabling tailored guidance to ensure all students receive accurate services and prevent misunderstandings. This workflow covers all post-admission stages,

including preschool education, enrollment registration, fee payment, and orientation reporting.

### **(3) Pre-Arrival Week Timetable**

Teachers assigned to the orientation week will categorize students by class type, class, and student ID, then upload and send personalized schedules. Students can view these schedules in their personal center, which include Orientation activities, class meetings, and health check-ups, along with the specific times and locations.

### **(4) Support & Services and My Center Interface**

*After students complete the welcome procedures, the article will continue to the support and service interface, where they can check at any time during their learning process.*

Meanwhile, the system leverages the robust data resources of the data platform to consolidate students' personal data in their individual profiles, including basic information, dormitory details, class records, and growth advisors.

## **3. Outcomes and Benefits**

**(1) Student experience has been significantly improved.** Customized interfaces are displayed for different student types, effectively reducing cognitive load caused by information overload. The interface

also dynamically presents key tasks and prompts based on student identity.

(2) **The experience of all business departments has been upgraded.** By promptly pushing information and configuring learning tasks for preschool education, the department's work is fully promoted, subsequently reducing educational costs and enhancing departmental efficiency and collaboration. Reports visually demonstrate the progress of new student admissions for different student types.

(3) **Future Plans.** Building on the successful implementation of personalized orientation services, we will further enhance the comprehensive non-academic support system for students throughout their academic journey. This initiative will progressively cover all aspects of campus life, including academic studies, daily living, holistic competency assessment, extracurricular activities, volunteer services, and career guidance. By leveraging data-driven process optimization, we aim to continuously expand personalized service pathways, ensuring end-to-end support from enrollment through graduation.

## 4. Replicability and Promotion Value

Show different personalized interfaces for different student types to

avoid ambiguous information and redundant resources, and achieve accurate resource matching and efficient access.