

DEVELOPMENT OF REGISTRATION SYSTEM FOR SUAN SUNANDHA RAJABHAT UNIVERSITY PERSONAL ENGLISH TRAINING.

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ABSTRACT

English training programs are so vital to the modern students of Suan Sunandha Rajabhat University. The success of English training programs depended on many factors such as the qualification of trainers, the readiness of students, and the organizing of staff and teamwork. However, one of the most important things that became the focus of this study was how to reduce many unnecessary steps and process of registration system for training programs. The objectives of this study were to examine the development of registration system of English training programs at Suan Sunandha Rajabhat University as well as to reduce unnecessary step and process and increase the level of satisfaction of register system. This was an action research which conducted during January to June 2019. Data collection was done by interviewing sample group of 20 students who were in English training program. The findings revealed that there were many problems that increase the setup time for registration. First, the computer hardware was an old model and did not allow students to access the modern registration web. Second, students did not know their level of English proficiency and did not take time to do the practice test which available online. Third, the program should have both Thai and English to ensure that students could understand how to follow the instructions. Fourth, the system development should be under google form. Finally, there were many steps that needed to be cut without losing the integrity of the format and system.

Keywords: English Training, Registration, System Development

INTRODUCTION

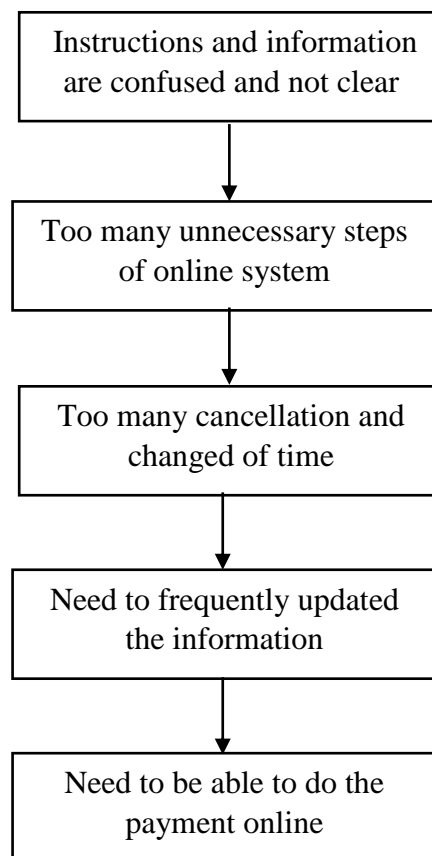
English training program is the main duty of Institution of Lifelong Learning Promotion and Creativity, Suan Sunandha Rajabhat University. The objectives of this institution are to provide the knowledge and skills of English communication to students, staff, and faculty members of the university. Therefore, there are test taking and English training programs all days and around the year. The registration is one of the most functions to contact with customers. The online system is the most effective systems to reduce time, cost, and conflicts of schedules and works. The majority of customers can contact the institution by webpage and registration online. Within a few minutes, customers can retrieve all available information and be able to select time and sessions that match with their requirement and expectation.

English training program is both necessary and important to development of the human capital of the university and should be considered as one of the most vital functions in campus. The management of English training program is the main duties of Institution of Lifelong Learning Promotion and Creativity. The tasks and the majority of the training

programs must be discussed and planned by top level of university management. Once it got approval then there is a need to have a plan to enhance the annual plan lay out for English proficiency for undergraduate students and graduate students. All students in the campus are required to take a proficiency English test, if the pass the certain level, they are not required to re-take the test. However, if the test score is below the acceptable level, they are required to re-take the test or get into the English training program. The English training programs are offered in 30 hours, 60 hours, and 90 hours program to suit with the need of the each students. Moreover, there are online English training program for specific need of students.

The success of English training programs depend on many important factors such as qualification of trainers, the modern of curriculum, the effectiveness of management, and the system of registration. The focus on this study is on the system of registration and how to enhance its quality to match with the changing requirements of the environment and taste of customers. From many findings and results of studies in the past, the weight of level of satisfaction was heavily determined by the contact with registration system online.

Fig 1. Five important problems of registration system



METHODOLOGY

English training programs can be the strengths of Suan Sunandha Rajabhat University if the system can be effectively managed. In fact, the real and long-term success of English training programs depended on many factors such as the qualification of trainers, the modern facilities and equipment, the readiness of students, and the organizing of staff and teamwork. However, one of the most important things that became the focus of this study was how to reduce many unnecessary steps and process of the online registration system for English training programs. The objectives of this study were to conduct an in-depth interview to fully

understand and comprehend the development of registration system of English training programs at Suan Sunandha Rajabhat University as well as to offer guidelines and suggestions to improve the effectiveness of online registration system and at the same time raise the level of satisfaction of the online register system. This study was an action research which conducted during January to June 2019. Data collection was done by interviewing sample group of 20 students who were in English training program to elicit the insight information and suggestions from users.

FINDINGS

TABLE 1. IMPORTANCE OF FACTORS OF BETTER ONLINE REGISTRATION SYSTEM

	Importance	Rank
Factors		
1. Easy to understand of instructions	95 percent	1
2. Reduce unnecessary steps and process	90 percent	2
3. Reduce No. of Schedule cancellations	85 percent	3
4. Updated time table and other vital information	75 percent	4
5. Offer the payment online and receipt online	70 percent	5

From table 1, Importance of factors of better online registration system, the findings revealed that the respondents had ranked the five factors by using their votes for each factor. First, the respondents voted that “Easy to understand of instruction” was important as number one factor of better online registration system with the votes of 95 percent. Second, the respondents voted that “Reduce unnecessary steps and process” was important as number two factor of better online registration system with the votes of 90 percent. Third, the respondents voted that “Reduce no. of schedule cancellation” was important as number three factor of better online registration system with the votes of 85 percent. Fourth, the respondents voted that “Updated time table and other vital information” was important as number four factor of better online registration system with the votes of 75 percent. Finally, fifth, the respondents voted that “Offer the payment online and receipt online” was important as number five factor of better online registration system with the votes of 70 percent.

The findings also showed that there were problems that affected the setup time for online registration. First, due to the old computer model, students did gain an access the modern registration web instantly. Second, due to the lack of level of English proficiency, students did not take time to do the practice test on time. Third, due to the unclear of both Thai and English in program, students could not understand how to follow the instructions. Fourth, due to the lack of using google form, students did not understand both the format and system.

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