



Digital transformation of HEI Administration Services

Survey glossary

- **Communication platforms:** any digital platform used to communicate and share information within and outside the university.
- **General administrative services:** all the services pertaining to stakeholders management, financial planning, facilities management and ICT management that support the administration of university's daily operations.
- **Research services:** all the services supporting academic staff to undertake a research task as well as monitoring and managing the related research outcome.
- **Specific software and dedicated apps:** any software and/or digital application specifically developed for a service. Software packages developed for the mass market as spreadsheets or mail must not be considered.
- **Student services:** all the services supporting the academic and post-academic experience of students.
- **Teaching services:** all the services supporting the provision and fruition of the educational offer (both online and in presence).
- **Third mission services:** all the services supporting the dissemination of the knowledge outside the academic environment.