

Discussion on the Problems and Improvement Measures in the Work of Teaching Secretaries in Colleges and Universities

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Abstract: *Teaching secretaries play an important role in teaching management in colleges and universities. This article explores the problems in teaching secretarial work from many aspects, and gives corresponding improvement measures, in order to improve the work efficiency of teaching secretaries and solve the difficulties in secretary teaching work, give full play to the positive role of teaching secretaries in school construction.*

Keywords: Colleges and universities, Teaching Secretaries, Teaching Management, Improvement Measures

1. Introduction

Teaching secretaries are the grassroots force of teaching management in colleges and universities, and plays a pivotal role in the process of teaching management [1]. Teaching secretaries are usually the bridge between the various departments of the school and the college, between the college and the teacher, and between the teacher and the student. In the daily teaching management work, it has a link between the previous and the next. It is necessary to coordinate the relationship among the teaching departments, the college, the teacher and the student to ensure the normal operation of the teaching work. Therefore, discussing the problems and improvement measures in the teaching secretarial work is of great significance for building the teaching management team and promoting the improvement of teaching management.

2. The current problems and causes of teaching secretarial work in colleges and universities

2.1 The professionalism of teaching secretaries needs to be improved

The proportion of teaching secretaries with higher education management professional background is relatively low [2], and management posts are relatively less valued in colleges and universities, and corresponding incentive policies are less, and it is more difficult to promote professional titles. At the same time, due to the lack of a targeted reward and punishment mechanism, the teaching secretarial awareness of actively learning management knowledge and skills is not strong, and the enthusiasm for work will also be affected to a certain extent.

2.2 Lack of job training opportunities

The training lectures held inside and outside the school mainly focus on teaching and scientific research, and there are relatively few lectures related to teaching management. At the same time, due to the fixed working hours of teaching

secretaries, there is less flexible space, and there is also a lack of time for participation in training lectures. As a result, most teaching secretaries can only improve their work ability through methods such as accumulating experience in the work or passing it from their predecessors to word of mouth. If things go on like this, it will lead to conservative work concepts, old-fashioned working methods, and difficulty in improving teaching and management capabilities, making it impossible to keep up with the development and construction of the school.

2.3 The research level is not high

First of all, the daily works of teaching secretaries are more and more complicated, and the research work using fragmented time is slow and difficult to produce results. Secondly, they are not fully aware of the importance of research work, lack of initiative, and even just for the purpose of publishing papers. Thirdly, most teaching secretaries lack practice, resulting in the research staying at a shallow level and difficult to improve [3]. Last but not least, the teaching management ability stays at the initial stage, and can only handle routine affairs, and it is difficult to participate in teaching reform, talent training and other professional and discipline construction work.

2.4 Work pressure causes psychological problems

The psychological problems of teaching administrators should be taken seriously. Teaching secretaries deal with a large number of work tasks for a long time, but at the same time, they bear greater responsibilities, and are prone to mental exhaustion and unbearable burden [4]. However, many colleges and universities have psychological counseling measures for students, but lack of relevant measures for teachers and teaching managers, resulting in the inability to timely understand the psychological state of teaching secretaries and timely prevention and improvement.

3. Improvement ideas

In response to the discussion of the problems and causes of the teaching secretarial work in the colleges and universities, combined with the actual work, the author proposes the following improvement measures, hoping to help improve the above problems.

- 1) Schools should attach importance to the construction of teaching management talents, formulate corresponding rewards and punishments, so as to mobilize the enthusiasm of teaching secretaries, guide teaching secretaries to keep pace with the times, independently improve their own abilities, learn efficient information technology to handle complex transactional work, and improve work efficiency.
- 2) Teaching secretaries can make full use of online resources, and choose the training content to learn independently through rain class, MOOC and other methods. Because online resources can be reviewed anytime and anywhere, conflicts with working hours are avoided. At the same time, online training is rich and diverse, which to a large extent solves the problem of less training and difficulty in participating in training.

On the premise of ensuring daily work, schools should provide training opportunities for teaching managers as much as possible. Arrange teaching management staff to go out for training in turn, and the trained people can share and exchange experience when they come back, which is conducive to the construction of the teaching management team.

At the mid-term and at the end of each semester, a symposium with collective participation of various teaching management departments is held regularly to feedback problems in time and brainstorm solutions to discuss solutions.

- 3) Teaching secretaries should strengthen the study of relevant theoretical knowledge, actively practice, adhere to the problem oriented, and pay close attention to the frontier issues. At the same time, they can learn from experienced teachers, or invite other teachers to form a team to carry out research work.
- 4) Teaching secretaries should enhance its ability to resist stress and coordinate various tasks. The work of teaching secretaries have a certain regularity in each semester, responsible for archiving the teaching plan, arranging make-up exams, and arranging final exams. As well as issuing notices from various departments, coordinating and dealing with problems raised by students and teachers. Before each semester, in order to relieve work pressure, you should write your work plan for the next semester in advance, be aware of it, make full preparations before each time node, pay attention to the logic of the work before and after, and avoid one mistake affecting multiple jobs. In various tasks, sudden problems are prone to occur in some links, which will increase the intensity of work. Teaching secretaries should be psychologically prepared in advance and deal with it with a positive attitude. At the same time, the relevant departments of the school, such as

the Academic Affairs Office, should also further discuss and improve the time of various tasks, pay attention to the logical relationship between the work before and after, allocate time reasonably, and all tasks are linked together, and try to avoid situations where there is a bunch of work or almost no work tasks during a certain period of time.

Schools should pay attention to the psychological status of teaching secretaries and take precautions, such as regular mental health questionnaires and relevant training lectures. At the same time, do a good job in the later improvement work, such as opening a teacher's psychological consultation room, using weekends and holidays to carry out a variety of practical activities to help teaching secretaries reduce pressure and relax.

4. Conclusions

In summary, with the continuous development of schools, teaching management is also facing greater challenges, and the quality and management capabilities of teaching secretaries are closely related to the overall teaching management level of universities. Therefore, teaching secretaries should recognize the existing problems, actively think about and discuss the corresponding improvement measures, and strive to improve their own comprehensive quality and work ability in practice, so as to better contribute to the construction of the school. At the same time, the school should pay full attention to the role of teaching secretaries, formulate corresponding policies and measures in a targeted manner, create a good working environment, and actively solve related problems. Continuously strengthen the construction of the teaching management team, so that teaching secretaries can give full play to the active role of maintaining the daily operation of teaching, serving teachers and students, and become a solid driving force for the overall development of the school.

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