

Reinventing Student Services to Meet the Challenges of Post-Pandemic 19

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Slide 0

Re-check: Why higher education is important

- **Economic**
- **Health**

- Civic involvement
- **Personal development**
- **Better communication**
- **Realization of passions**
- **Greater sense of discipline**
- **Sense of accomplishment**

Learn from **top experts** in our particular field.

- Think
- Analyze
- Explore new ideas
- Ask questions
- Be creative

Agenda

- **Higher Education Transformation (Covid-19)**
- History and Revolution Innovation for Education
- The Future of Higher Education

Timelines

- Number of students has been decreased.
- Universities have been forced to transform:-
 - Reduce cost / survive
- Year, 2017-2018.. Reinventing has been introduced.
- Year, 2019 (end of year) ... Covid-19 occurred.
 - **Totally shutdown campus or onsite learning**
- Year, 2022 ???

Rethink the conventional wisdom

- National-ranking system ? (Admission selectivity, small class sizes, per-student spending, standardized test cores)
- What should my University be known for?
 - Existing strengths, resources, local context, research capabilities, facilities, community impact
- Identifying and prioritizing what makes the institution distinctive (attract committed students, faculty)
- Specialized - doing fewer things better
- Creating a distinctive profile - a source of resilience, institution can survive after a crisis.

How do we challenge the conventional wisdom?

- Plan ahead (set plan ahead team to develop scenarios, recommend actions, identify trigger points for escalation to University's board)
- Stakeholder engagement (faculty, staff, students and parents), decision-making process, clear timelines and meet stakeholders.
- Board governance (play a critical role but not slip into micro-management, evaluate operating model, board' size, structure and decision rights)

How to Transform for the long term

- Develop a shared vision
- Establish a data-driven organizational baseline (assess operations and performance to discover opportunities)
- Create a sense of urgency for bold action
- Get everyone involved (Activate all levels of the organization to brainstorm innovative changes)
- Invest in technologies to provide better students services

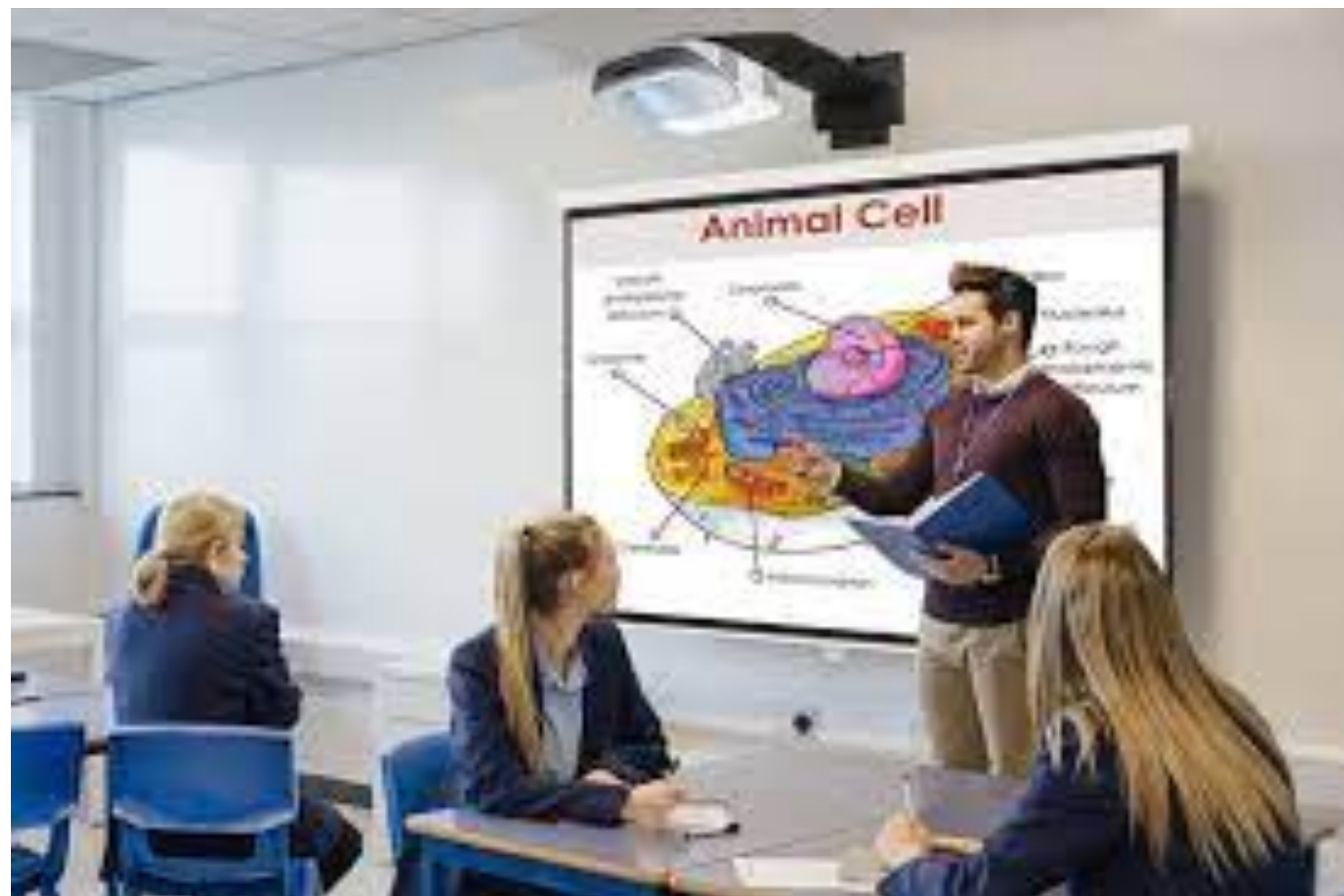
Agenda

- Higher Education Transformation (Covid-19)
- **History and Revolution Innovation / Technology for Education**
- The Future of Higher Education

Technology in Education: The Past



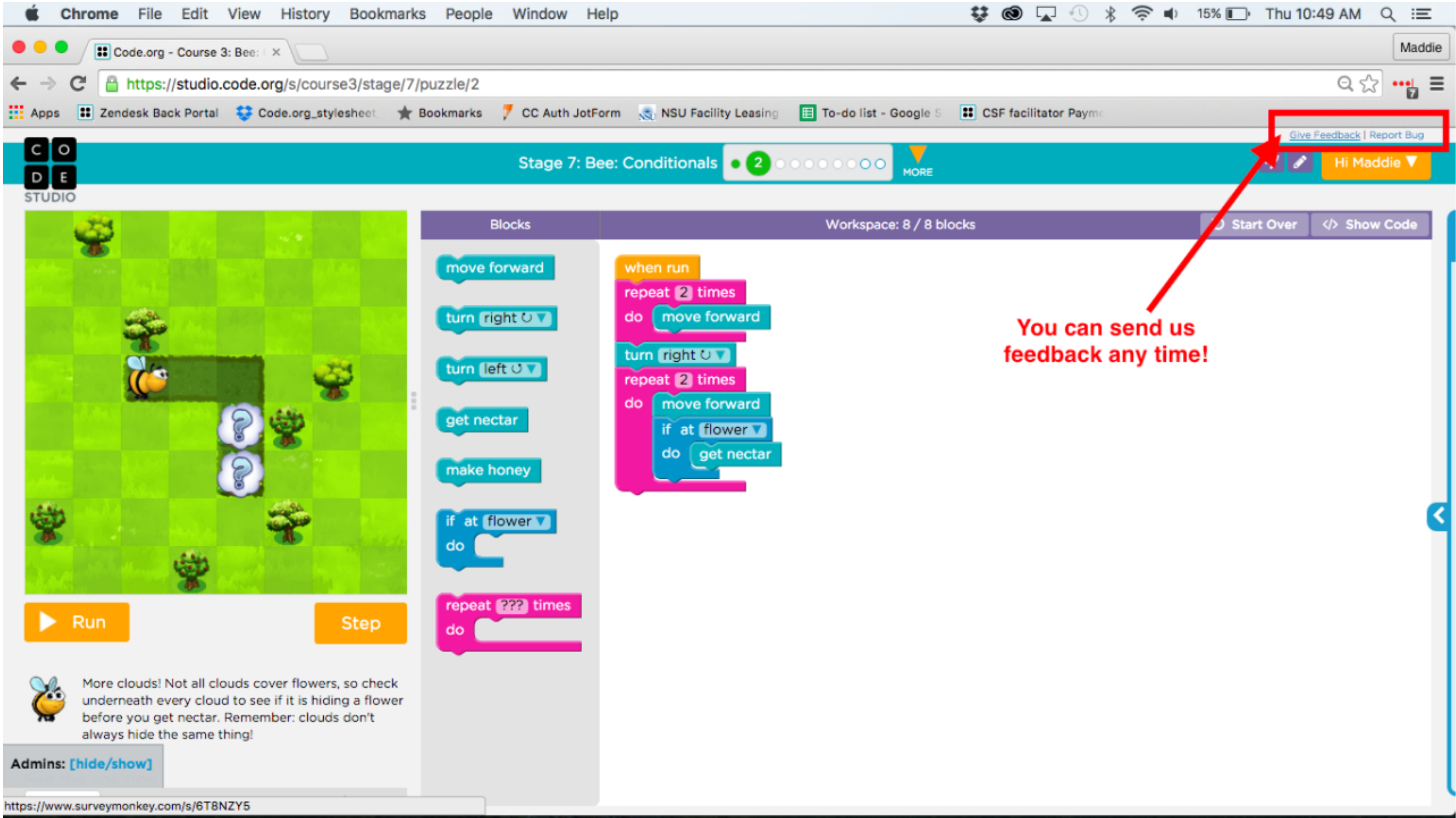
Technology in Education: The Present



Organize your tasks
with Google Workspace for Education Fundamentals



Technology in Education: The Present



Technology in Education: The Future



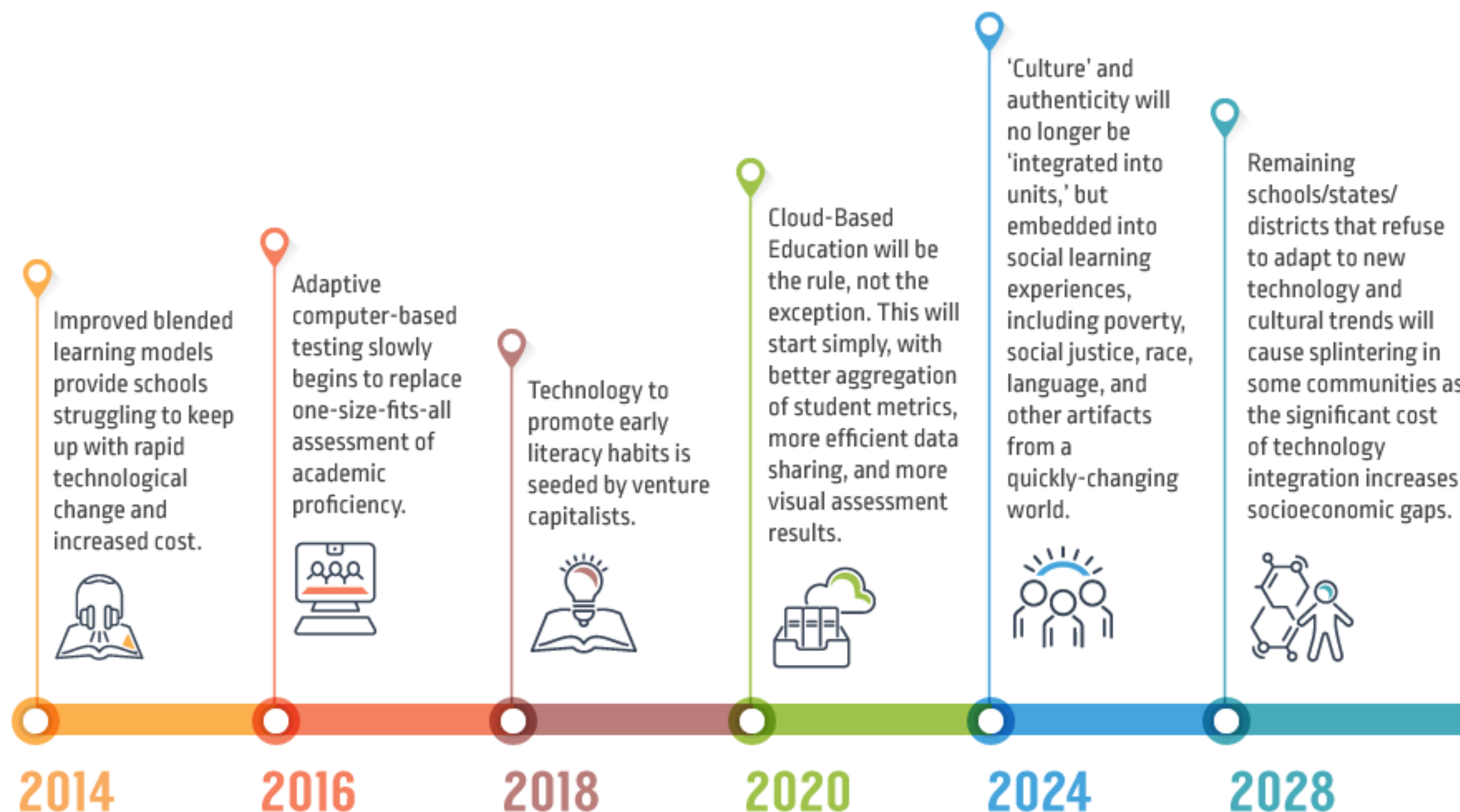
Five changes in higher education (continue after Covid-19)

- Technology for Learning
- Redefining engagement (Interactions, discussions)
- Creative assessment (present videos, podcasts or blogs)
- Students as partners
- Changing the formula (Redesign, Co-design to fit)

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WAYS EDUCATION WILL CHANGE BY 2028



teachthought

Ref: <https://www.teachthought.com/the-future-of-learning/30-incredible-ways-technology-will-change-education-by-2028/>

Technology in Education: (Remote Learning)

FROM

Distance Learning

TO

Online Learning

AND BEYOND

Self Learning

Short-term trends

- Creative online learning approaches (Flipped classroom, global micro campuses)
- Collaborative learning approaches (encourage students and educators to work together, developing solutions to real-world challenges)

Short-term Tech.

Software and online platforms

Mobile learning (Devices, Apps)

NLP (Thai)

mid-term trends

- Focus on assessment and evaluation of learning
- Learning analytics and visualization software.
- Redesigning learning space (active learning, learning spaces, virtual classroom to easily connect CEOs from around the world with students)

mid-term Tech.

Internet of Things (IoT)

Next-generation Learning Management Systems
(LMS)

Long-term trends

- Advancing cultures of innovation: (encourages entrepreneurship, discovery and experimentation)
- More student-centered methods of learning (Project-based learning(Industry), challenge-based learning, inquiry-based learning, CWIE)

Long-term Tech.

AI (personalize the student learning experience)

Natural User Interface (Taps, Swipes, Body movement, Facial expression)

Student Services after shaping education

- Teachers (coaching) are fundamental to education (re-design education tools such as skill assessment solution, university management platform, many types of e-learning platform)
- Technology enablers (E-Learning Platform, AI, NLP)
- The community learning platform
- Personalized learner
- Learner services center (online help desk, equipment rental, ...)

Two glowing jellyfish, one pink and one blue, are shown against a dark blue background. The jellyfish are translucent with visible internal structures and long, flowing tentacles. The pink jellyfish is positioned slightly above and to the left of the blue one. Both are illuminated from within, creating a soft glow.

Thank you

Q&A

W.Suntiamorntut (26/08/2021)