REIMAGINE
THE FUTURE
OF HIGHER EDUCATION

Ziaad Suleman

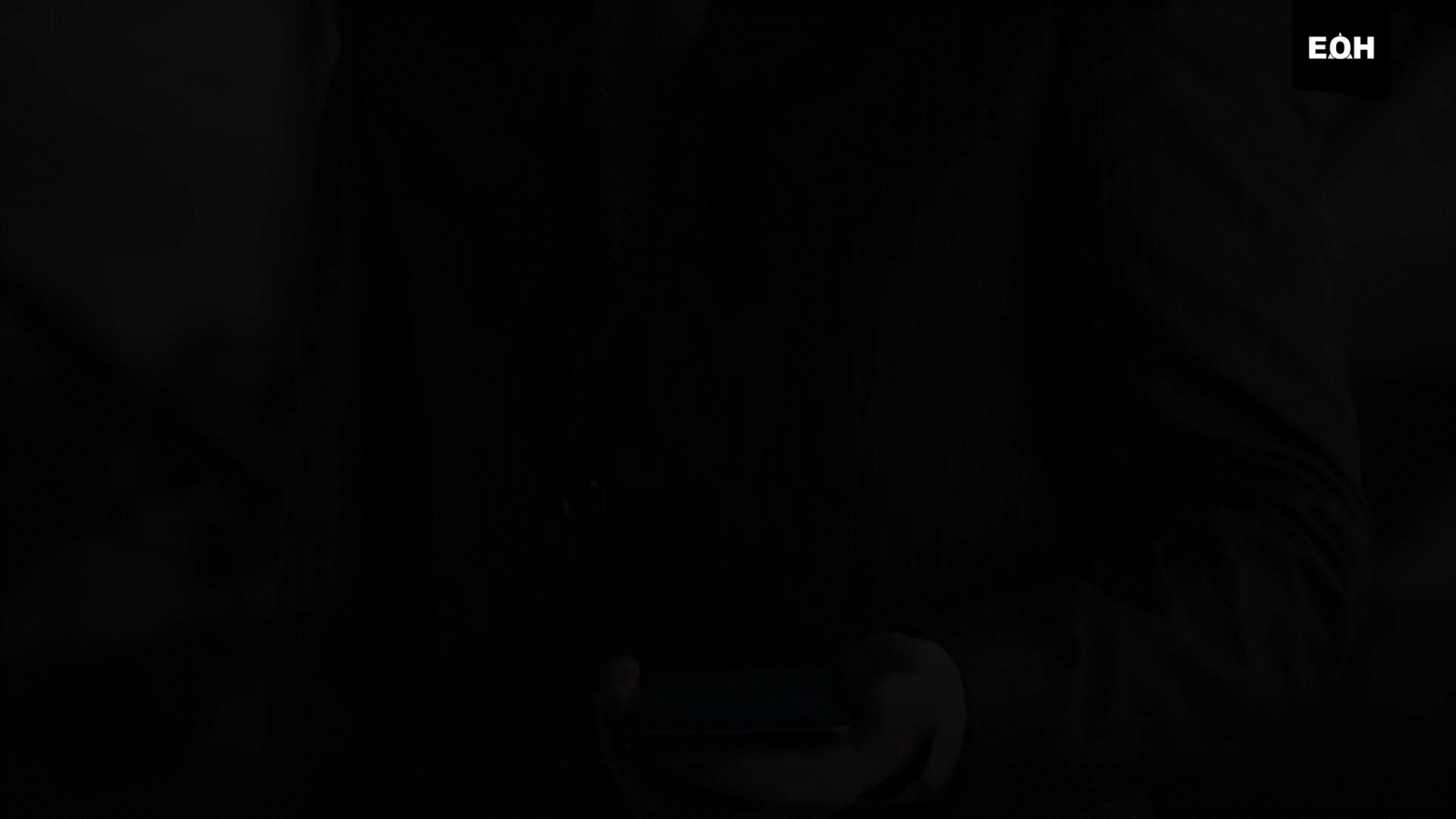
Group Chief Commercial Officer, EOH

SA Chair 4IR BRICS, Chair Digital Economy PPGI & Exec DWA (Presidential Commissions)

REIMAGINE

THEMES TO BE COVERED

- Drivers of Digital Transformation
- Barriers to Digital Transformation
- How can we effect change
- Becoming a more efficient (Smart) Campus
- Roadmap to a digitally transformed campus
- Paving the way to education 2030 and the campus of the future



REIMAGINE

DRIVERS OF DIGITAL TRANSFORMATION

- Student enrolment – increase to 1.5 million by 2030* in SA
- Growing and varied competition on a global scale – constant disruption
- Changing student expectations and changing operational models (student and institution)
- Focus on personalisation, self-service, automation, customer service
- Mobile, Cloud, Data & AI, Security, Robotics, Blockchain ….
- Skills 4IR : demand led (now and the future) – STEM + solution mindset – agile curriculum

  = agile teachers and agile leaders = future

*CMI Brief, 2017

REIMAGINE

BARRIERS TO DIGITAL TRANSFORMATION

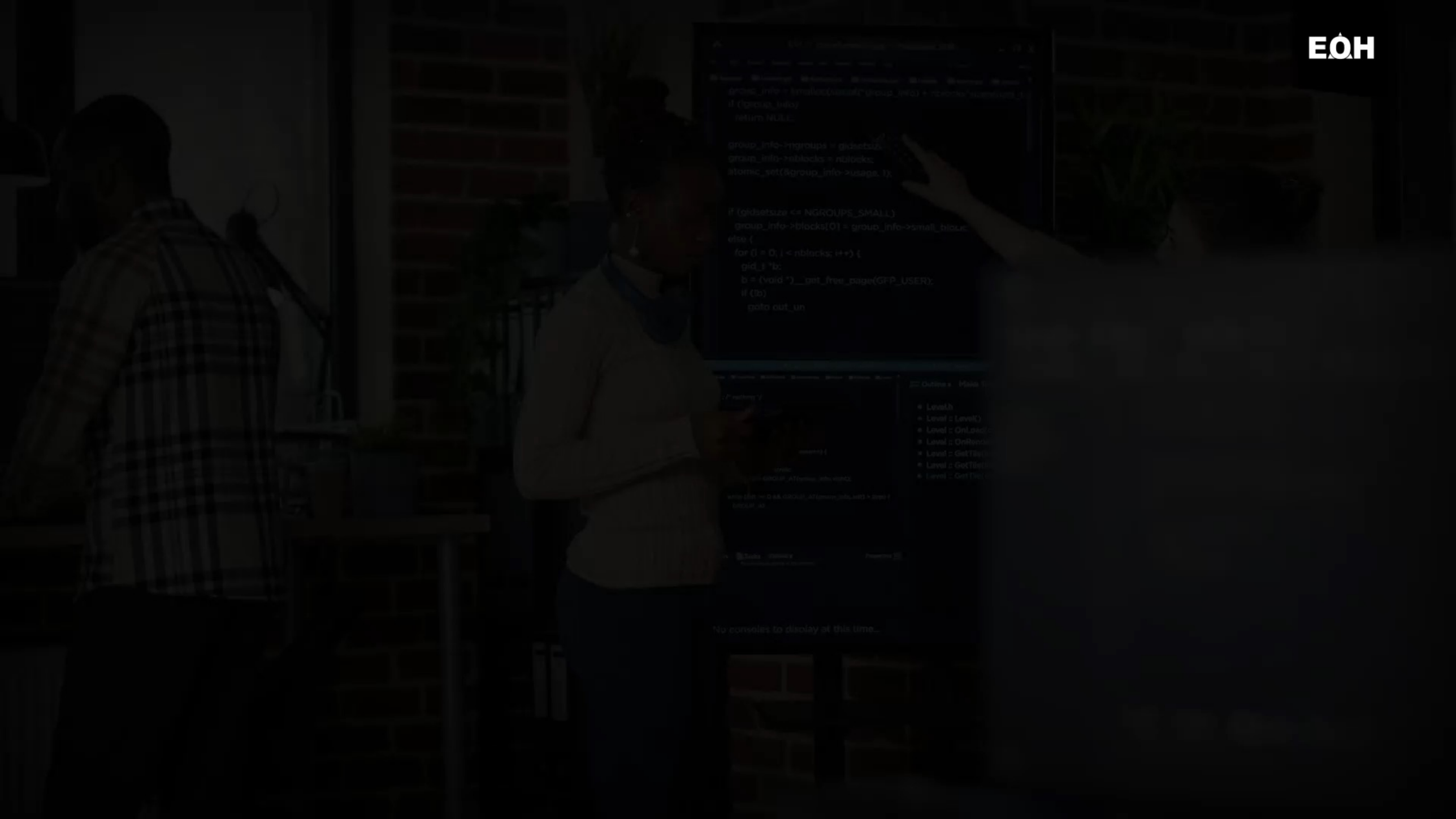
- Leadership pivot and embracing change – starts with one step including strategic vision
- Under - investment in critical infrastructure – legacy infrastructure increases risk and cost whilst reducing efficiency and optimisation through disparate systems and no integration
- Skills and capacity
- Fear of the unknown and job security
- Inadequate IT Governance resulting in project delays and cost overruns – automated process and policies key to success

REIMAGINE

HOW CAN WE **EFFECT CHANGE?**

- Leverage technology to provide hybrid learning curriculums with deep experiential learning
- Blended online and offline learning capabilities to cater to a broader range of students.
- Smart bots open the possibility of personalised learning at scale
- Staff trained to deliver knowledge in an effective manner using technology

Adoption of digital enabling technologies with purpose


EOH

REIMAGINE

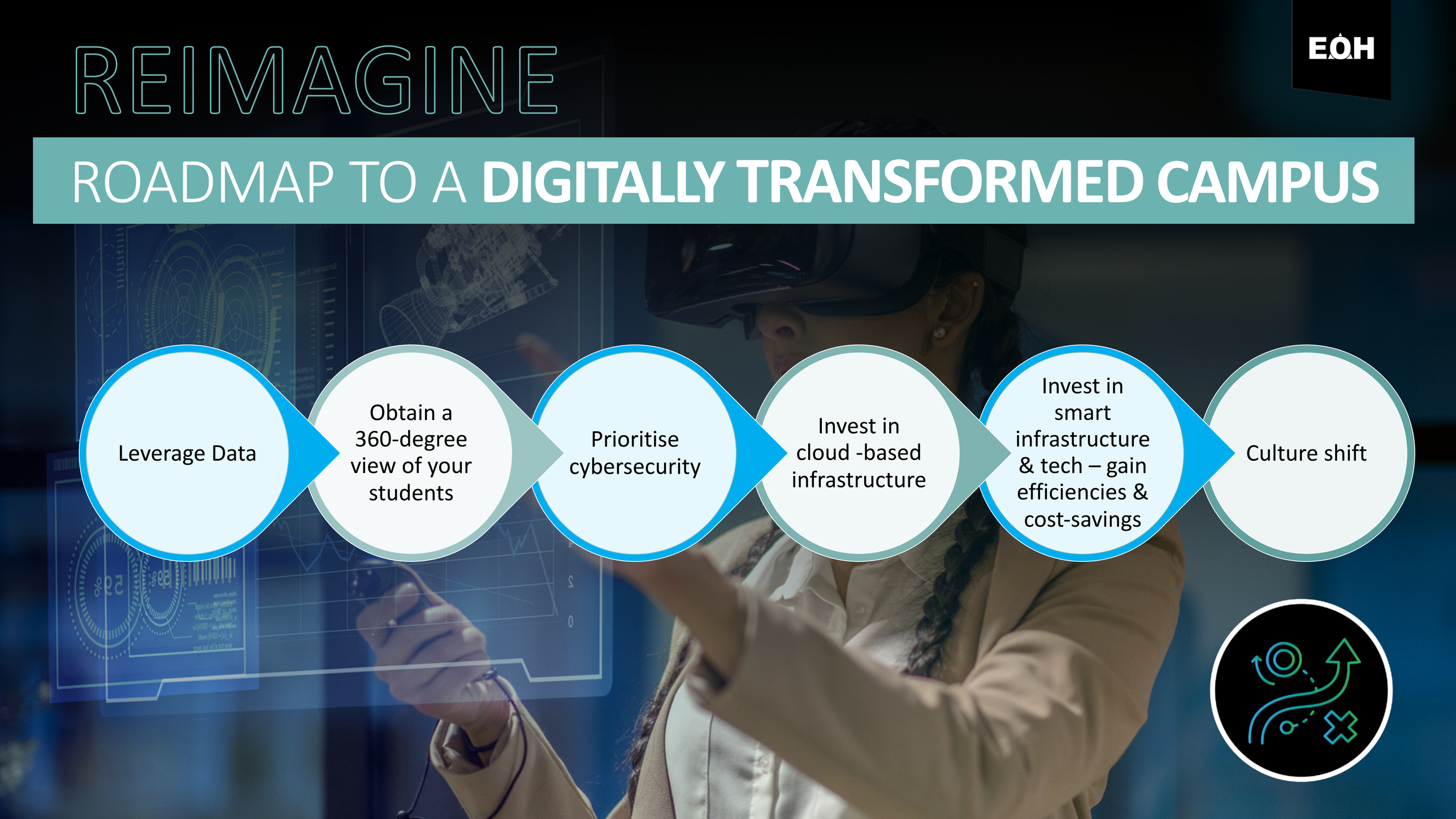
BECOMING A MORE EFFICIENT **(SMART) CAMPUS**

- **Smart access control – facial recognition and booking access to manage workspaces**
- **View, sign, send and store sensitive documents online – speed, secure and compliant**
- **Improved student engagement - paperless registration & managed course delivery – from student orientation to course documentation**
- **Data & AI = support the lecturers & tutors, learning patterns, performance modelling, automated support, attendance statistics and sentiment analysis = tailored education**
- **Simplified payments - using QR codes, smart cards and biometrics – speed and secure**
- **Physical infrastructure integrated with Digital Tech – "connecting people and buildings to data, information, processes, places, resources, and each other"**
- **Smart buildings - electricity efficiency and predictive maintenance**
- **Student safety**
- **Smart Campus uses virtual assistants, RPA and data analytics to:** improve service, speed up processes, allow for informed decision-making and improve governance

EOH

REIMAGINE

ROADMAP TO A **DIGITALLY TRANSFORMED CAMPUS**



THE FUTURE
OF HIGHER EDUCATION
IS HERE

Ziaad Suleman
Group Chief Commercial Officer: EOH

Ziaad.Suleman@eoh.com

SA Chair 4IR BRICS, Chair Digital Economy PPGI & Exec DWA (Presidential Commissions)