

# HIGHLY PROMOTION DIGITAL TRANSFORMATION TO IMPROVE THE QUALITY OF SERVICE, AND TRAINING AT SAO DO UNIVERSITY

**M.S Pham Van Kien**

*Faculty of Communication and Technology*

*Email: [kienpydesign@gmail.com](mailto:kienpydesign@gmail.com)*

*Phone: +84-986 362 233*

## **1. Introduction**

Digital transformation in general and digital transformation in higher education is inevitable in the context of the fourth industrial revolution and the society always has potential risks of instability such as epidemics. Within the scope of this article, I would like to present solutions to promote digital transformation at Sao Do University to improve service and training quality.

## **2. Some basic contents of digital transformation**

### ***2.1. Digital transformation concept***

According to Gartner, digital transformation is the use of digital technologies to change business models, creating new opportunities, revenue and value.

According to Microsoft, digital transformation is about rethinking how organizations bring together people, data, and processes to create new value. Digital transformation is also the application of innovation and rapidity of technology to solve problems.

In general, digital transformation is the transfer of activities from the real world to the virtual world in the network environment. Accordingly, people access more information, shorten the distance, narrow the space, save time.

Digital transformation in higher education is the transformation of teaching, learning, administration and management of higher education based on digital technology towards a high-quality, low-cost and accessible education system. accessible to all members of society.

### ***2.2. The importance of digital transformation in higher education***

*Digital transformation improves management quality:* The application of technology to management helps to manage staff and students more thoroughly, reduce waste, increase efficiency and quality of work.

*Digital transformation creates a flexible teaching and learning environment, adapting to changes in reality:* The application of information technology to teaching and learning activities has gradually changed teaching and learning methods from traditional to modern - active teaching methods. Active teaching methods help lecturers and students promote critical thinking, creativity in all activities. This activity is done in a more flexible space if there is fully equipped with computers and phones with Internet

connection. Accordingly, lecturers and students are active in teaching, learning and applying knowledge into practice.

*Digital transformation helps to access unlimited documents and increase interactivity, practice and application:* Students can learn, access to exploit rich and diverse learning resources easily and quickly. In addition, digital transformation has made sharing documents between lecturers and students conveniently and economically by reducing printing costs.

*Digital transformation improves teaching and learning quality:* In education and training, digital transformation will support the innovation of teaching and learning methods in the direction of reducing presentations, transferring knowledge to developing learners' capacity, enhance self-study and self-study ability. Many intelligent educational models are being developed on the basis of information technology application, actively supporting the personalization of learning.

*Digital transformation saves training costs:* The use of teaching techniques and the application of information technology in teaching such as multimedia technology, including tools to support demonstration, simulation on computers and virtual classrooms, students can also choose courses that are right for them and truly interested in.

### ***2.3. Digital transformation approach in higher education***

There are many approaches to digital transformation, but the general content is to transfer human activities from the real world to the virtual world on the internet environment. Digital transformation must be based on the common basis of changing teaching and learning methods. In order for the teaching and learning methods to be implemented in reality, it is necessary to transform 4 basic factors including: input factors, educational process, output results and educational environment.

- Transformation of inputs is the digitization of all inputs of the higher education process such as learning materials, documents, textbooks, data about learners, teaching and learning equipment, facilities of training service.

- Transforming the educational process is not only the digitization of lectures, the application of software to prepare lessons, but also the transformation of the entire way, teaching methods, classroom management techniques, interaction with learners to digital space; all data on the student's learning process is also tracked and stored by technology, digitizing management information, creating interconnected large database systems; deploying online public services, applying 4.0 technology to manage, operate, forecast, support leaders and manage decision-making in leadership and administration.

- Digital transformation of output results is not only a digitized assessment result, but the evaluation process must also be done by applying technology on a computer. Lecturers need to focus on teaching and need to be freed from office work and paperwork such as making grade books, managing student records.

- Transforming the educational environment is to digitize the way it is done, from taking input data to extracting output data.

In summary, digital transformation in higher education not only simplifies the digitization of resources, but also includes hardware transformation, leading to changes in the management of resources for education and training. Digital transformation affects many different stakeholders, of which the most directly and affected are learners and lecturers, followed by the office team and the management team, who must directly operate the system. According to this approach, digital transformation in education and training is reflected in two main contents: digital transformation in educational management and digital transformation in teaching, learning, testing, assessment, scientific research.

- Digital transformation in educational management includes: digitizing management information, creating a large database system, deploying online public services, and applying achievements of the fourth industrial revolution (AI, blockchain, data analysis...) to operate, manage, orient, forecast in the field of education and training quickly and accurately.

- Digital transformation in teaching, learning, testing, assessment, scientific research, including: digitization of chemical documents (textbooks, electronic lectures, question banks, simulation software and other other learning materials), digital libraries, virtual laboratories, digitization of teaching and scientific research activities, digitization of management.

### **3. Digital transformation solution at Sao Do University**

*Firstly*, improve IT application skills for staff, lecturers and students in order to promote digital transformation in training activities.

*Secondly*, develop regulations to encourage staff, lecturers and students to apply IT, in accordance with the purpose of digital transformation requirements in education. Ensuring consistency, meet the requirements of connection, exchange and sharing of data in the school with other educational institutions.

*Thirdly*, organize refresher courses aimed at giving lecturers access to and use of digital technologies such as Big data, AI, Blockchain, etc., thereby building information collection systems and making forecasts about learners in the process of assessing and monitoring learners.

*Fourthly*, review, update, build and complete the system of regulatory documents as the basis for the application of digital transformation.

*Fifthly*, build a centralized database system; replacing paper documents and documents with electronic documents (e-lectures, electronic grade books, etc.); organize training activities, seminars on the network or in combination. Build open online courses.

*Sixth*, building technology infrastructure, synchronous and stable Internet, digital classrooms...

*Seventh*, build an electronic library to connect with other educational institutions. Synchronize existing school software into a centralized system.

*Eighth*, update the content of the training program, methods, forms of organization and management of teaching and learning activities to suit the development speed of information technology, application of supporting tools in the organization and management of teaching and learning process.

#### **4. Conclusion**

The process of digital transformation in higher education with positive changes, bringing many benefits to higher education is an inevitable operation in the current context. In order to promote digital transformation, each staff member and lecturer is fully aware of the above requirements; solidarity and unanimity in all actions. The university must study the "necessary" and "sufficient" conditions, carefully study the current situation and boldly implement it.