

World Café



Summary of World Café Roundtables

8th of June, 2022
Mexico City

Dr. Susanna Karakhanyan & Dr. Simona Lache

Table chair
Valda Alleyne

**INQAAHE FORUM 2022
SUMMARY WORLD CAFÉ
ROUNDTABLES – TECHNOLOGY FOR
QA SOLUTIONS**

Q.1 – KEY TO
SUCCESS FOR
EFFECTIVE
MANAGEMENT
OF HUMAN
RESOURCES
GIVEN
DISRUPTION

The human element – e.g. emotional intelligence

Synergies between human and AI

Needs to be a balance – negative effects of not relating to human beings

AI needs human beings

PERSONALIZE AI TECHNOLOGIES

- H
U
M
A
N
- Well-being
 - Communication
 - Emotions
 - Knowledge
 - Skills

← **BALANCE TOOLS** →
(Synergy between Human and AI)

Q.2 WHAT ARE THE KEY ELEMENTS FOR SUCCESS IN APPLICATION OF AI

1. Trust – that AI will be beneficial
2. Managing Access to AI
3. Human rights are not violated
4. Scalability and Affordability – possible alliances e.g. Google
5. Consequences of application – e.g. costs vs benefits
6. Using the data e.g. Higher Education Institutions (HEIs) and Quality Assurance Agencies(QAAs) e.g. to look for trends
7. Continuous Improvement of HEIs and QAAs
8. Training in the application/use of AI technologies – overcoming fear (human factor)

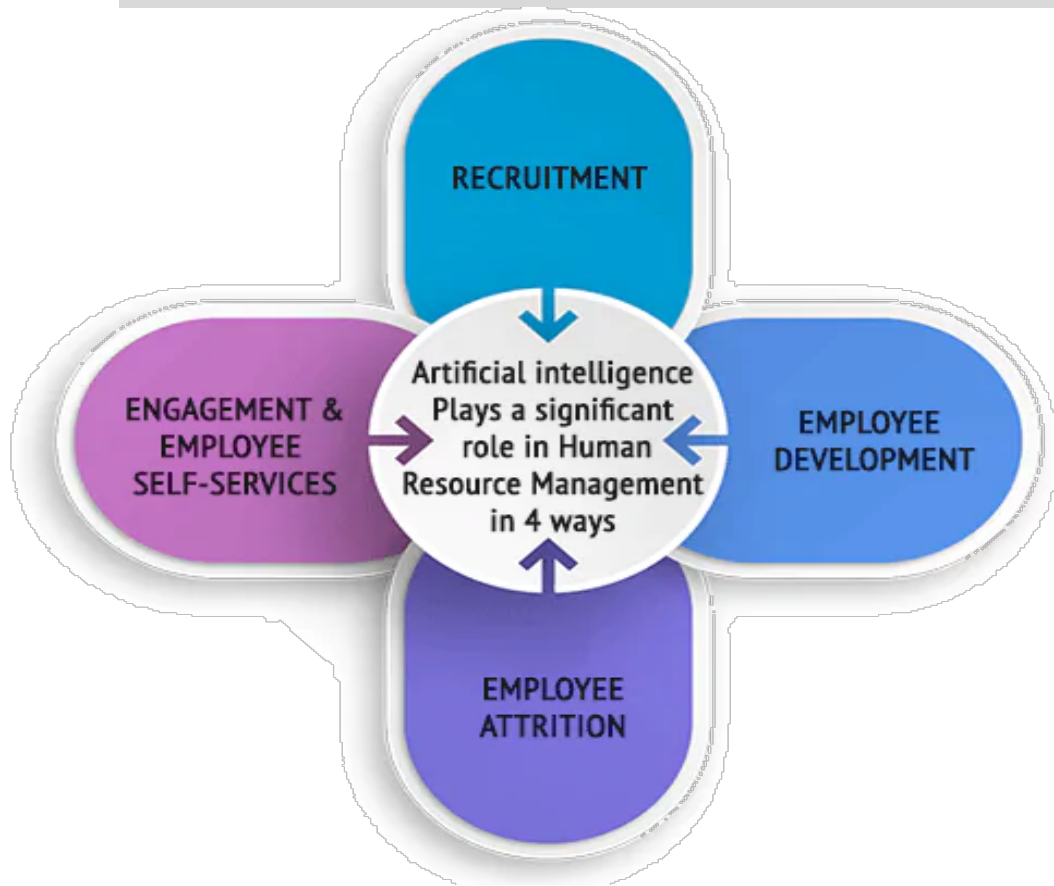
Q.3 – HOW TO MAKE SYNERGIES BETWEEN HUMAN AND AI TECHNOLOGIES

- Augment human and AI elements (e.g. integrate tutor and learner feedback)
- Create synergies – Human and AI
- Build an institutional culture – AI should be oriented to fill gap. However, there will be need for human embracing of AI. Integration of human and AI will therefore be essential.
- Affordability – keep cost low
- Ethical – How to be fair? Who to blame if something goes wrong – AI or human?

Table chair

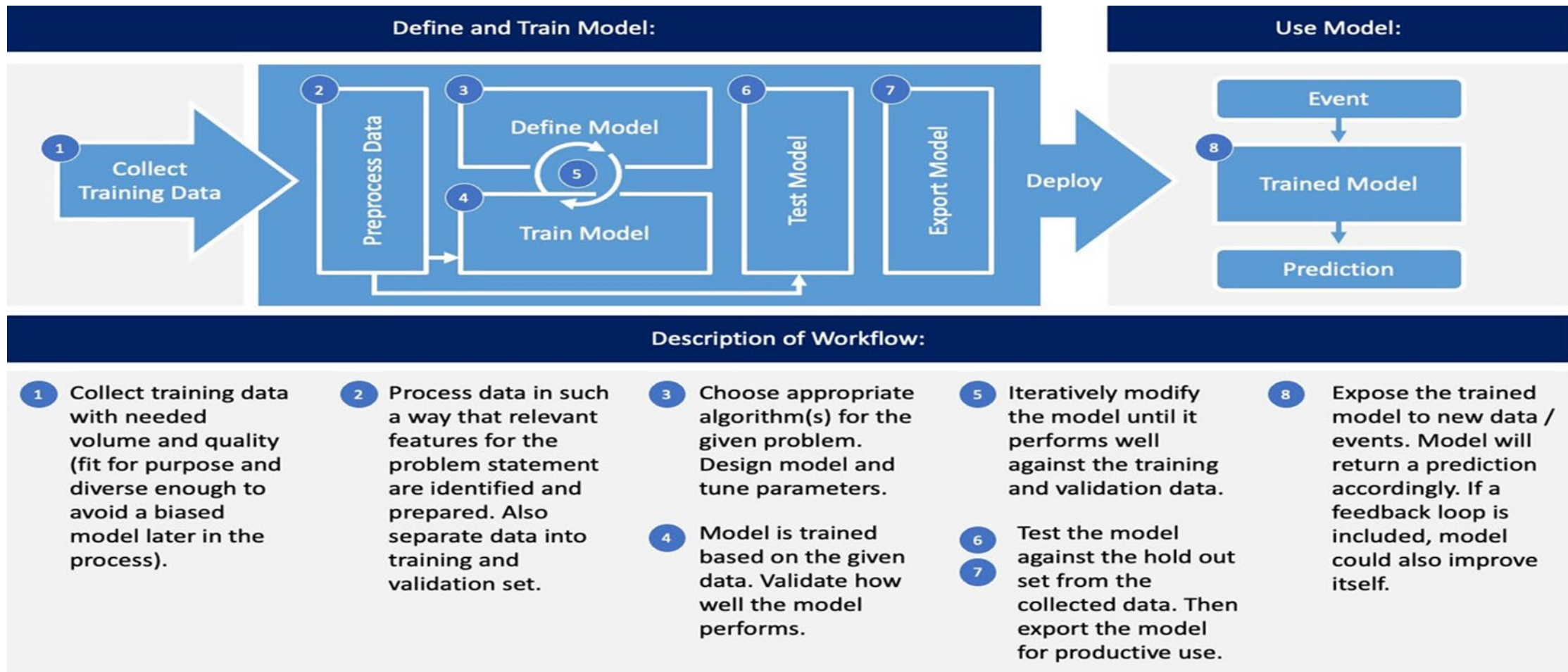
Sem Shikongo

1. Key success elements for effective management of HR besides disruption



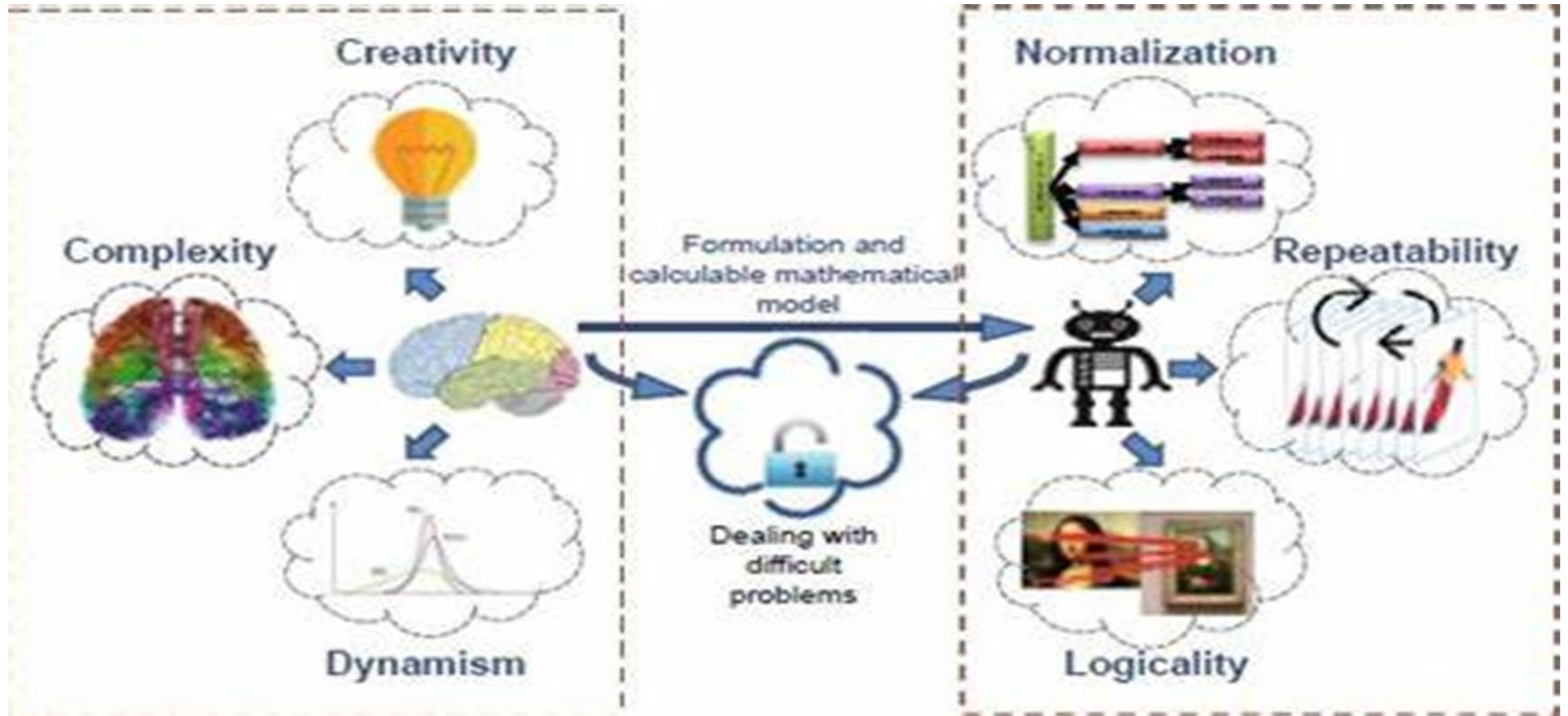
- Understanding user operational requirements; Performance Manag. (objective setting, capacity assessment;
- Risk Management (absence/accident prediction; fraud detection)
- Compliance and reporting (monitoring bias, supervision)

2. Key success elements in application for AI in QA



- Collaborative standards setting and design applications fit for purpose (objective)
- Test Model collaboratively to ensure assumptions are valid/not biased and for transparency
- Humans should make a final decision on the judgement for context e.g remote proctoring platforms (online invigilators)

3. Creating synergies b/w human and AI



- Hybrid augmented intelligence: collaboration and cognition
- Computers judgements need human inputs as final decision for context

CONCLUSION

- Accreditation systems are dependent on clearly defined rubrics & rules to help peer reviewers make judgments on the institution's demonstration of meeting standards.
- Can human peer review alone meet the demand for accreditation services?
- AI can assist with repetitive tasks, quickly analyse large data sets, and “multitask” by monitoring and responding to multiple systems and inputs simultaneously.
- Adopt synergies, where peer reviewers can use the AI's recommendations to collect and refine information requested and reviewed during the on-site visit and use the algorithm's analysis to inform their recommendations and the decision to grant or not grant accreditation.
- Ethics, algorithms biases and technical support appear to be concerning.

Table chair

Wondwosen Tamrat

Group Host: Wondwosen Tamrat

- **Effective management of human resources**
 - Awareness creation and consensus building (owning the disruptive processes)
 - Assessing existing capacities to address the disruption
 - Capacity building- training at all levels
 - Improved leadership
 - Developing risk management strategies
 - Clear communication
 - The need for follow up, monitoring and evaluation (continuous improvement)
- **Application of AI in QA**
 - Using AI as a requirement of the IQA system of HEIs
 - EQA agencies using data for validity, analysis and enhancement
 - The need for follow up, monitoring and evaluation (continuous improvement)
- **The synergy**
 - Having clear perspective and specific goals about using AI
 - Understanding the deficiencies of AI and making it work better through human intervention
 - Emphasis on importance of the human touch- AI not as a substitute but as a supplement to what we do
 - The need for follow up, monitoring and evaluation (continuous improvement)
- **Understanding/owning the situation-developing appropriate strategies-follow up and monitoring/evaluation toward continuous improvement**

Table chair

Sammy Lam



Human and Professional Expertise		
Technology well apply & affordable		
User friendly	Sustainable Training	
Correct Data	Resources	KPIs

- Using technology
- Humans need to knowledge to use the Artificial Intelligence
- Understand the data to make the processes gather synergies to maximize the objectives and goals
- Continuous Training to serve various segments and requirements according to areas and collaborators



Humans make critical & ethic decisions

- Build motivation plans: a balanced scheme with a fixed section and another flexible part
- Matrix: with dimensions per groups, continuous feedback and strives to retain talent
- Connectivity, communication and training opportunities
- ERM App: Employee – Employer Relationship Management

- Equity and Accountability System
- Artificial Intelligence: reliable data, policies, procedures & right tools
- Measureable & Reachable Purposes

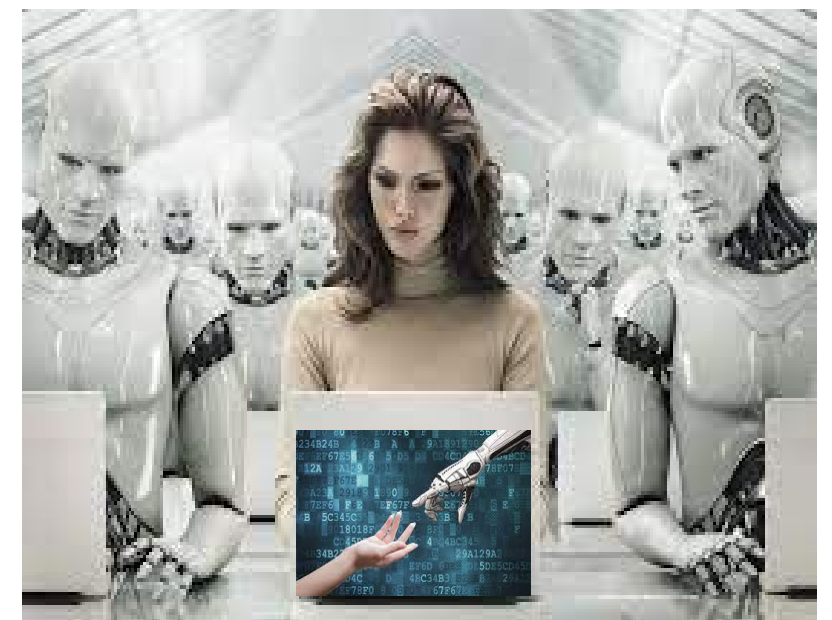


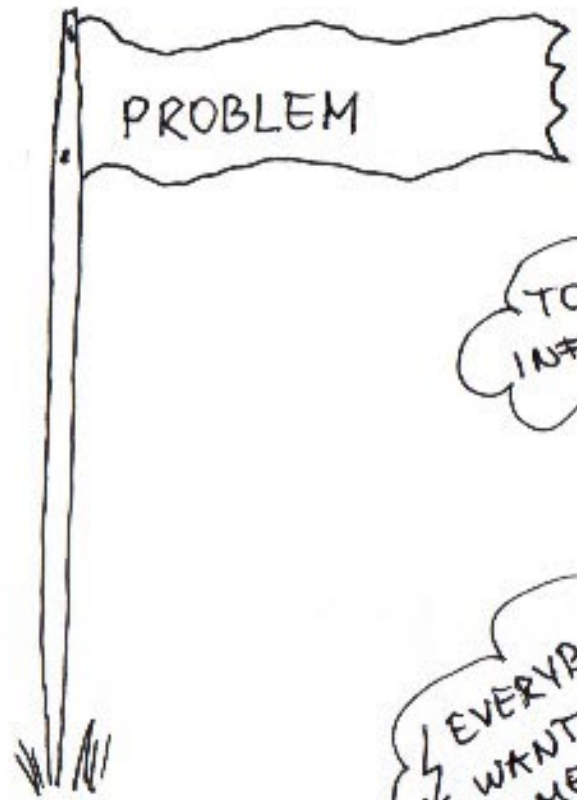
Table chair
Kaija Kumpas-Lenk



Mr HR

Mrs AI

love story



QUALITY?

LOVE MY WORK, BUT...

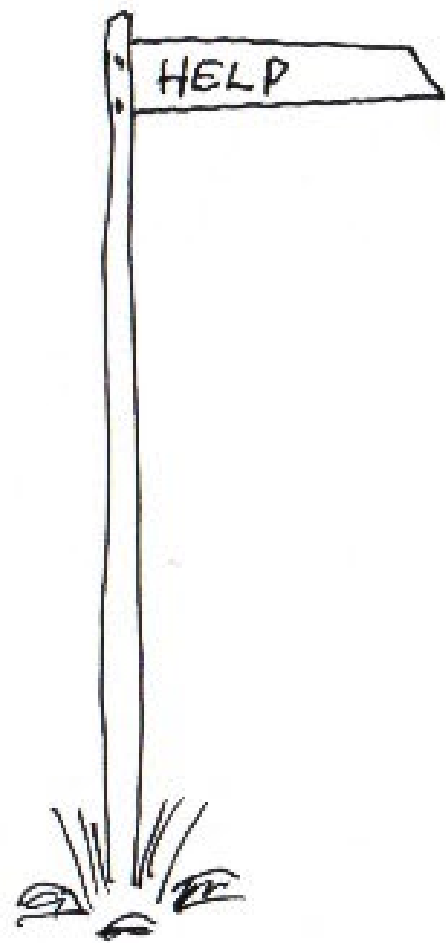
TOO MUCH INFO & DATA

HEAVY WORKLOAD

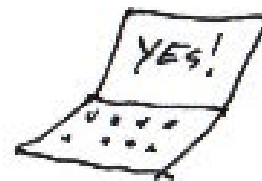
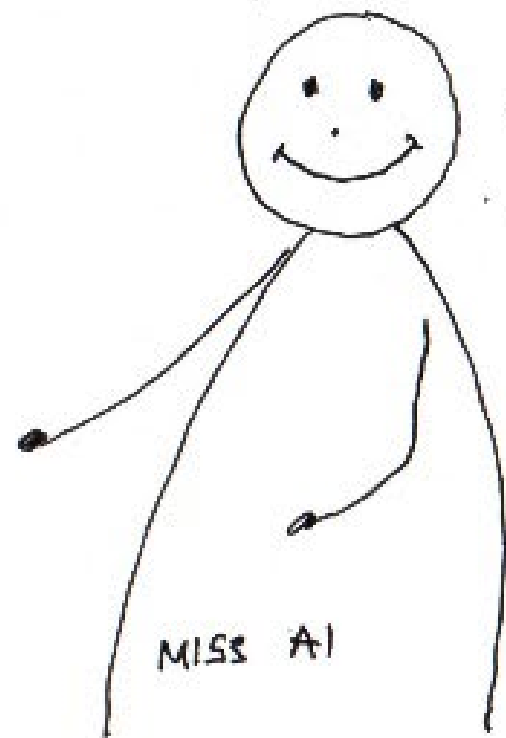
EVERYBODY WANTS SOMETHING ONLY ONE ME



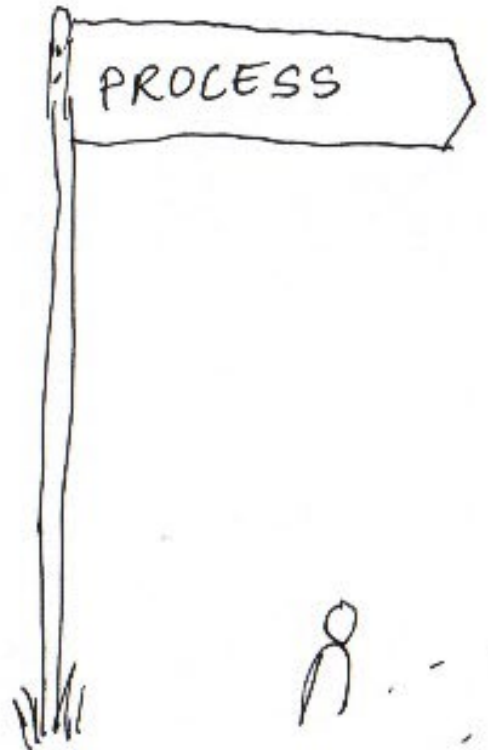
DO I HAVE THE SKILLS?



GOAL ?



DATA
NO PROBLEM

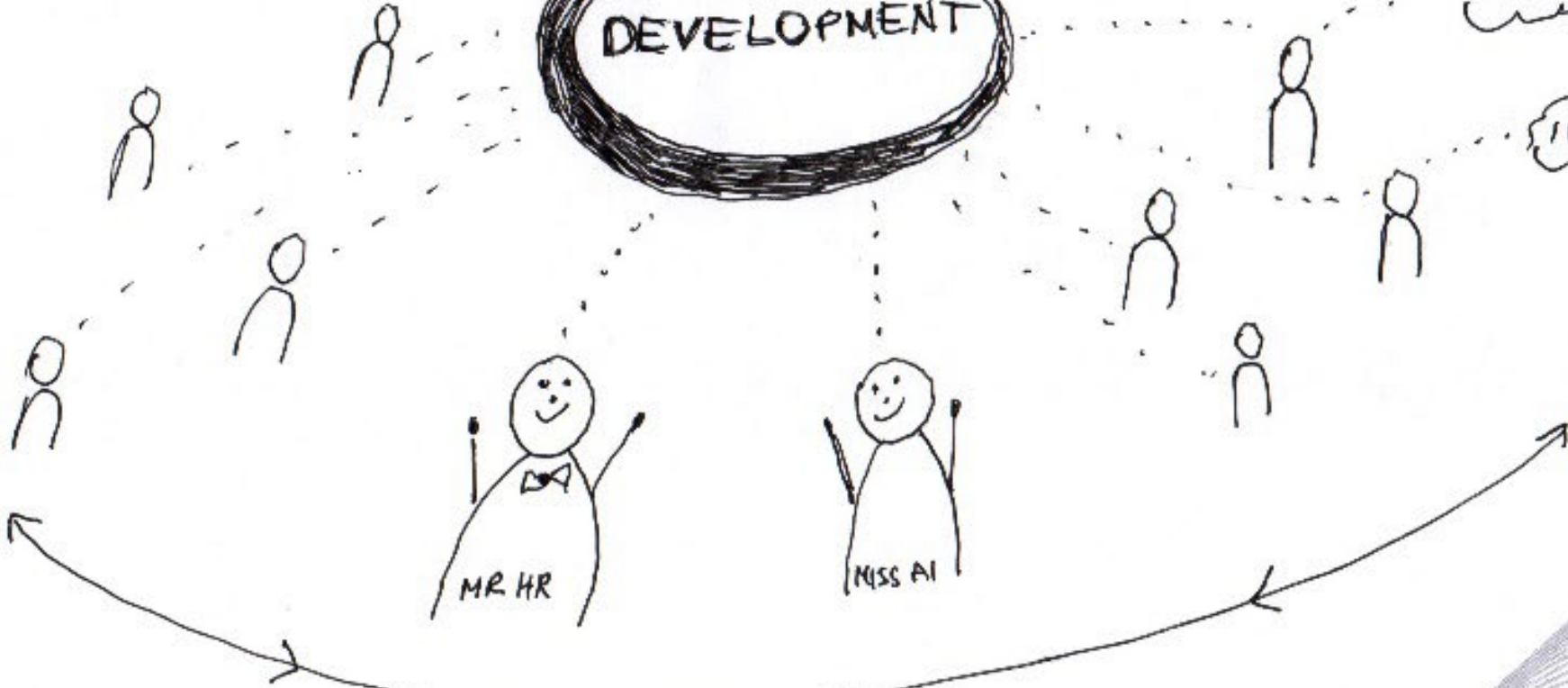


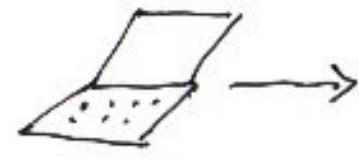
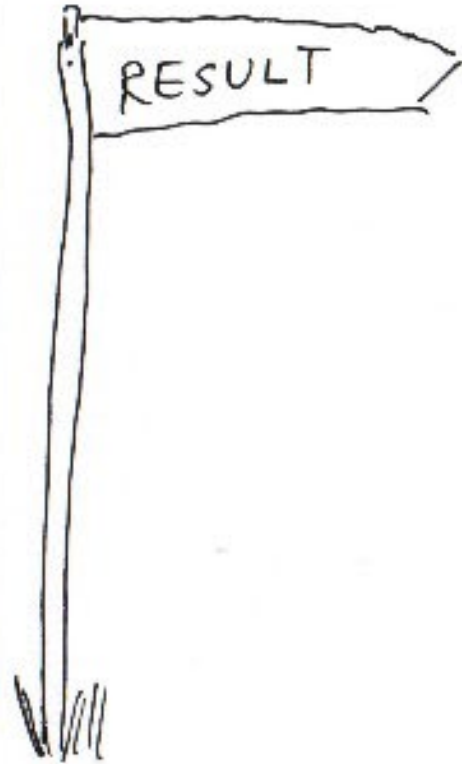
EFFICIENT
⋮
USER FRIENDLY SOLUTION

DEVELOPMENT

I NEED

I WANT





INFORMATION OVERLOAD UNDER CONTROL

- INCREASE OF EFFICIENCY 👍
- EVIDENCE BASED DECISION MAKING
- ADDED VALUE TO THE WORK
- NEW COMPETENCIES
- CLEAR GOALS
- CONSTANT MONITORING & IMPROVEMENT

... TIME TO FIND A TRUE LOVE ♡♡

XO -- XO...