



Quality Assurance and Oversight of Third-Party Ed-Tech Providers

Session Facilitators

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Evaluation of Challenges



OVERVIEW AND
CONTEXT



OPPORTUNITIES AND
CHALLENGES



STRATEGIES TO
MITIGATE AND
FACILITATE OVERSIGHT

Introduction & Context

- Who are (these) Ed-Tech Providers?
- Love them, hate them, don't understand them?
- Why do they concern quality assurance and accrediting bodies?





What and Who are Edtech Providers

- Digital technology in education that includes hardware and software solutions
- Global Edtech Industry \$123.4 B USD in 2022 expected to reach ~ half a trillion dollars by 2030
- North America dominates market geographically as of 2021

Source: Arizton, 2022 and Shea-Van Fossen, 2022

Ed-Tech Arrangements

- Academic Services
 - Curriculum development
 - Internship Management
 - Online Laboratories
 - Faculty/Facilitator sourcing
 - Distance Education
- Support Services
 - Tutoring and content practice
 - Academic Advising
 - Career Development and Placement
- Comprehensive services – Online Program Management Firms





Love them, hate them, don't understand them: *The Edtech Outlook*

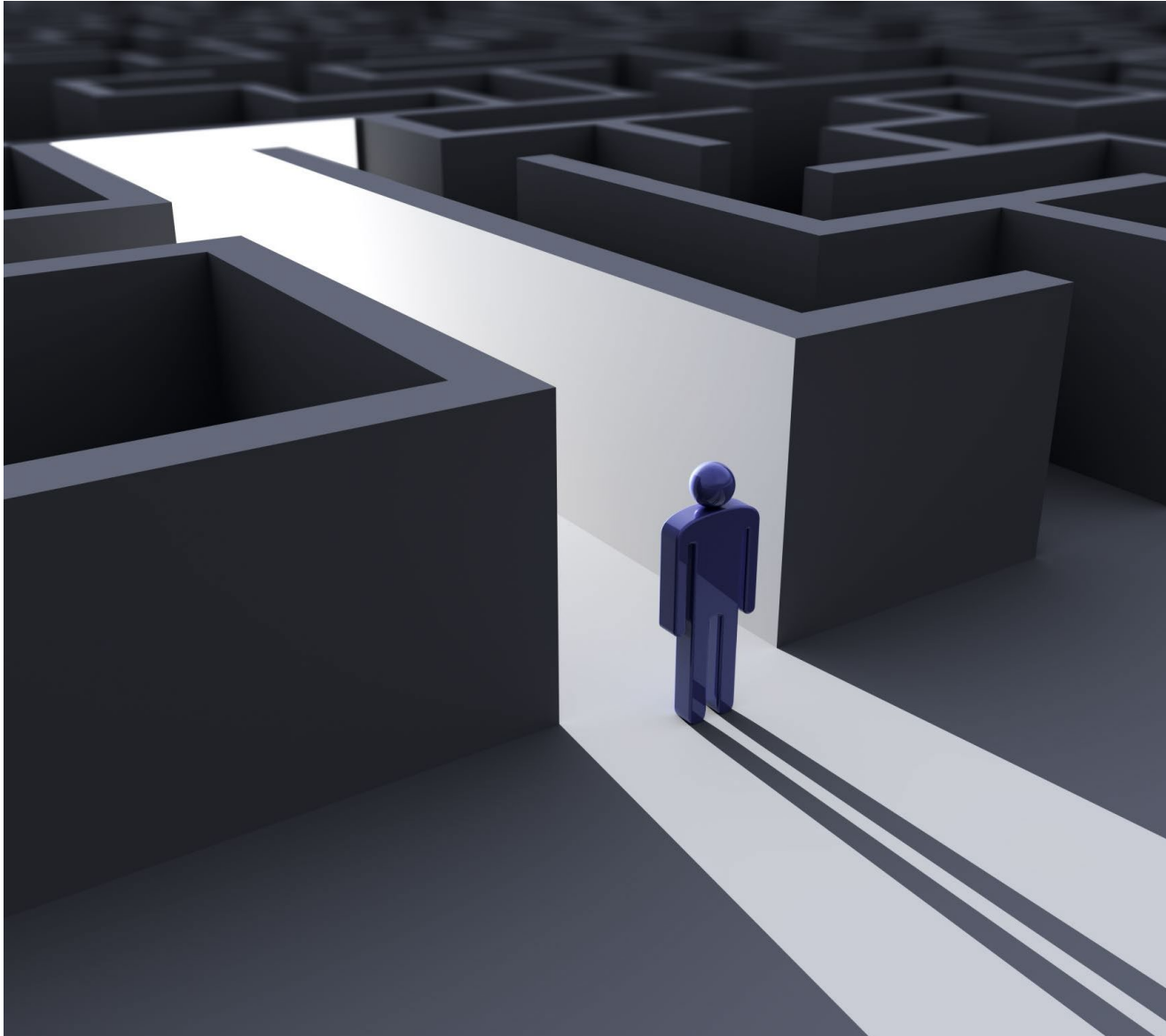
- Capital inflows are higher than ever
- Edtech providers merging & partnering to achieve scale and efficiency
- Online education companies expanding & emphasizing enterprise offerings
- India now a leader in Edtech space

Source: Sanghvi and Westhoff, 2022



Why is this a concern for QAA?

- Edtech providers may:
 - Have intimate and intricate involvement in institutional and departmental affairs
 - May operate substantial share of institutions' online programs
 - Enroll large portions of student population
 - Operate too much of the academic activity that should be the purview of the institution
 - Lock institutions into long-term onerous contracts



The Opportunities

1. What type(s) operate in your country/space?
2. Are there any needs that are being met that were previously limiting access, quality, etc.?
3. What level of engagement have you had with these providers?



The Challenges

Challenges to Discuss

1. Absence of (appropriate) standards for that group or type of HE provider
2. QAA Capacity – expertise and qualifications to review/evaluate agreements
3. QAA Confusion on Jurisdiction
4. Vague understanding/knowledge of arrangements with HEIs (including academic)
5. Lack of access to ED-Tech processes (transparency)
6. External influences - political, economical, social - that may be beyond the control of the QAA

Evaluation of Quality in QA Frameworks



Challenges Identified



Review Process & Mitigation
Strategies

References

Arizton. (2022, Jan.) EdTech Market - Global Outlook & Forecast 2022-2027. <https://www.arizton.com/market-reports/edtech-market>

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Thank you for your participation!

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