THEi Digital Transformation Strategy
AY2020-21

Digital Transformation

Digital technologies continue to transform the higher education environment enabling opportunities to:

1) Enhance institutional operations through the streamlining of workflow processes thereby enhancing academic and professional administration and facilities management;

2) Enable technology enhanced learning and teaching including the use of evidenced-based data to facilitate greater student engagement and inquiry-based active learning;

3) Support scholarly practices, consultancies and applied research through the use of digital affordances and new generation digital platforms.

Goals

THEi Digital Transformation Strategy defines digital transformation objectives to inform THEi's strategic planning and operations in regard to digital transformation over the short to medium term.   Digital technologies are proposed and implementation strategies are identified to achieve the Institute's digital futures strategy objectives:

- *To more explicitly profile THEi brand as a 'technological' institute;*

- *To leverage digital technologies to streamline and enhance institute operations and strengthen our people, products, spaces and services;*

- *To enrich student learning experiences using technology enhanced learning and teaching approaches.*

Digital Transformation Implementation Strategies

In order to transform the Institute to efficiently exploit technology to achieve the strategic objectives of digitalization, the following guidelines are proposed:

- **To adopt both the top-down and the bottom-up approach to digitalization transformation**: It is recommended that while high level institution-wide digitalization initiatives should be proposed, planned, developed and implemented, front-line academic staff and professional administrative staff should also be encouraged to propose new digitalization initiatives as users know what they need the best.

- **To both adopt the emergent digitalization technology and cultivate the digitalization minds**: It is important for every individual staff to take the responsibility to leverage the technology and to embed technology into daily work process. Technology should not be allocated nor be confined to the IT department.

- **To empower and to upskill every individual staff**: Faculty/OUs should develop plans for individual staff to upskill and to enhance their competency to emergent technologies. It is based on the conception that most technologies are applications involving only steps and procedures to help complete tasks. Rarely of them involve programming and coding that relying on the IT experts.

- **To have empathetic communication and to offer empathetic support**: A SWAT Team should be formed to communicate well with end-users to understand the needs and to offer support. This could be an inefficient and time-consuming process, but this could be effective to really help end-users to adopt to new technologies. Technologies must be adopted and used could it be leveraged its benefits to achieve the desired goals. Support should be full-rounded, including support team, training, enquiry hotline (telephone, WhatsApp, email, etc.), user guides repositories, etc.

- **To be sustainable**: New projects should be carefully prepared and evaluated before implementation. It should be sustainable both from the outside, including the Environment and Society, and from the inside, including Governance, financial support and required expertise.

Prepared by Learning Commons and Digital Transformation
March 20201