Insights from Academic Software’s experience with three Belgian universities
No going back?
The rise of hybrid and flexible learning

- **60%** US undergraduate students enrolled in at least one distance course
- **84%** European universities offer blended learning
- **46%** European universities offer fully online courses

US Department of Education (2021), European Universities Association, 2021
Digital technologies have become integral to almost every subject area in tertiary education.
Hybrid and flexible (Hyflex) =

Choice of digital tools

Work on campus and off

Study, work and research across groups, classes and universities
ICT requirements to support hyperflex configurations

• Works well for both online and in-person students
• Reliable, scalable, and secure
• Works well with a wide range of devices
• Technical support to ensure that students and staff can access and use the technology effectively
The **challenges**: silo-ed responses

- **Uneven** access to technology
- **Lack of standardisation** or integration in security measures
- **Different** device and operating system ecosystems
- **Data** **blindspots**
- **Diversity** of processes
- **Uncertainty** for end-users in where they can obtain support
Three Belgian universities
Objectives

• Incorporating a range of industry-standard software and digital tools into curricula
• Instituting BYOD
• Digital literacy
• Digital learning communities
The Academic Software solution

- **One-platform** solution to serve equally all students and staff
- Standardisation and **integration** of security measures
- **Centralised** dashboarding of data
- Works **equally** with all devices
- One contact point for **end-user support**
Results

**Balance** between user experience **and** effective IT management

**Fewer** points of failure / silo-ing

**Achieving strategic goals of digital transformation**
Thank you

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