

INTERNATIONAL WORKSHOP

Use of Business Intelligence Systems in Learning and Teaching Management

Six Estonian universities, 11 professional higher education institutions and the Information Technology Foundation for Education (HITSA) together with the Ministry of Education and Research have initiated the Estonian e-University Consortium with the aim to strategically lead the development of interoperable information systems of higher education institutions and support the cooperation and innovation of higher education institutions in creating learning opportunities which correspond to the digital era. Estonian higher education institutions use different study information systems, three of which are used jointly. In 2016 the Ministry of Education and Research and several public universities initiated projects to develop study information systems of the new generation. In June 2016 the Estonian e-university council decided to establish a committee for standardising data exchange and a work group for IT development to ensure the cooperation of the parties and the effective use of resources in developing information systems. The aim is to design services proceeding from the needs of the target group, be open to innovation and ensure the interoperability of the information systems.

The aim of the workshop is to share the experience of Danish and Finnish universities in developing information systems which support teaching and studies. What has brought on the need for development activities? How did the universities make strategic decisions required for the development of information systems? How the cooperation is managed between the universities and within the university and how are stakeholders included? If and how much does a joint information system (technology) lead to the unification of services and business processes, how much room does it leave for differences in services and processes? What have been the greatest risks and most important lessons of the development project? What has been done better than before in developing the new generation information system? What is the already evident or predicted impact of the new information system on providing and developing support services to teaching and studies and the internal and external quality assessment?

Programme

3 October 2016

Venue: Eduard Tubin's Hall in Tartu Music College (Lossi 15)

Moderator: Evelin Kasenõmm, The Information Technology Foundation for Education

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| 10:30–11:00 – | Meeting and greeting with coffee |
| 11:00–11:30 – | Welcome and setting the scene
Mart Noorma, Vice Rector for Academic Affairs, University of Tartu
Hanna Kanep, Universities Estonia |
| 11:30–13:00 – | Finnish example of the joint development of study information systems (SIS)
Kati Kettunen and Tuomas Naakka, University of Helsinki |
| 13:00–14:30 – | Lunch at Ülikooli Kohvik (Ülikooli 20) |
| 14:30–16:00 – | Danish example of using business intelligence for evaluation and quality assurance on degree program and institutional level
Frederik Langkjaer and Hanne Kargaard Thomsen, Aarhus University |
| 16:00–17:00 – | Posting discussion questions for the next day |
| 19:00–... | Dinner and networking at Inland Waters port (Sisevete Saatkond) on the river Emajõgi. |

4 October 2016

Venue: Center of Educational Innovation, University of Tartu (Lossi 38, 2nd floor).

Moderator: Evelin Kasenõmm, The Information Technology Foundation for Education

08.45–09.00 – Coffee break

09:00–11:30 – Learning from Finnish experience with the joint development of information systems

Topics to be covered on both the strategic as well as the process management side:

- *governance,*
- *decision making processes,*
- *financing, also costs and expected benefits of the investment,*
- *involvement of other stakeholders,*
- *building teams – structures, knowledge pool, etc.,*
- *managing the diversity of needs, institutional processes and practices.*

11:30–13:00 – Lunch at Ülikooli Kohvik (Ülikooli 20)

Moderator: Hanna Kanep, Universities Estonia

13:00–16:00 – Learning from Danish experience with using SIS for supporting quality assurance processes and development

14:30–14:45 – Coffee break

Topics to be covered:

- *scope of SIS based services (current stage and vision),*
- *tracking study progress,*
- *learning analytics,*
- *developing student and staff support services,*
- *using SIS data for research, management, quality enhancement etc.*



The University of Helsinki is the oldest and largest institution of academic education in Finland, an international scientific community of 40,000 students and researchers. In international university rankings, the University of Helsinki typically ranks among the top 100.

In January 2016, the University of Helsinki and Aalto University established a joint company Funidata Oy to provide, maintain and develop IT services to support teaching and studies. Funidata Oy has been tasked with constructing a national core system for teaching and studies, based on the shared needs of universities. The aim is to provide reliable and easy-to-use quality tools to support teaching cooperation and enable digitalization of student information systems. The goal is to support teaching cooperation and to reduce costs associated with service production. The primary clients of Funidata Oy / Ltd are its owners, the University of Helsinki, Aalto University and University of Tampere. Other higher education institutions can gain access to the system services by becoming the company's shareholders according to their own schedule.

Kati Kettunen, Director of Education Services

Tuomas Naakka, Project Manager in Student Services

Education Services comprises six units: Admission Services, Student Services and International Exchange, Student Register, Career Services, the Educational Centre for ICT and Interuniversity Services. Education Services offer expert information, customer-oriented services and tools for prospective and current students, teachers and other University staff as well as employers.



AARHUS UNIVERSITET

Aarhus University has become one of the largest higher education institutions in Denmark. Having merged with five smaller institutions, Aarhus grew by more than 40 percent. With a staff of 11,500 the university serves 44,000 students. AU is consistently ranked among top 100 universities in the world.

Aarhus University Student Administration and Services performs central supportive administrative tasks for the AU studies administration and is responsible for the running of the Aarhus University Library in collaboration with the faculties. SU SAS consists of five units (Aarhus University Library, Admissions and Educational Administration Systems, International Office, Student Guidance and Academic Support Services, Educational Development and Analysis) and is involved in all stages from recruitment, studies administration and to supporting the internationalisation process and the area of further and continuing education.

Frederik Langkjær, Team Coordinator, Educational Development and Analysis – Educational Development and Quality Assurance.

Educational Development and Quality Assurance team

- coordinates prequalifications as well as the work involved in the accreditation of existing programmes and institutional accreditation;
- develops and maintains quality assurance policies and systems;
- advises on the development of AU's degree programmes;
- handles contact to the Danish Accreditation Institution and the Danish Evaluation Institute (EVA).

Hanne Kargaard Thomsen, Special Consultant, Educational Development and Analysis – Analysis and Reporting.

Analysis and reporting team

- prepares active enrolment reports to government agencies and institutions;
- prepares key figures, statistics and management information in the field of education;
- conducts interdisciplinary analyses and responds to ad hoc data enquiries.

Together, Hanne and Frederik have been the driving forces in developing the concept and practical implementation of data packages - a central component in the quality assurance system at Aarhus University.