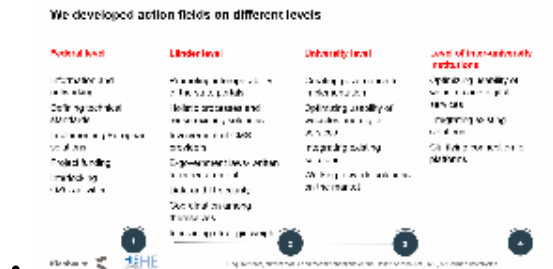


# HE ADMINISTRATION

## Lightning talks

### Harald Gilch, HIS-HE

- Student mobility in Germany in general is really high, but there are challenges between German universities
- Fully digital administration is a shared goal in Germany.
- International examples of execution from UNIT in Norway (contribution to EMREX), DUO in the Netherlands and Estonia. National initiatives identified as highly important.
- Xhochschule in Germany (XHIEIE)
- There is no standardized data model for student information in Germany



Kuvat: [https://www.eunis.org/eunis2021/wp-content/uploads/sites/18/2021/06/10\\_08.45-HE-Administration-18-Harald-Gilch-v2.pdf](https://www.eunis.org/eunis2021/wp-content/uploads/sites/18/2021/06/10_08.45-HE-Administration-18-Harald-Gilch-v2.pdf)

### Guido Bacharach

IT-based continuous innovation and research in German university admissions

German Foundation for University Admissions  
Stiftung für Hochschulzulassung - StH

The StH represents the German-wide process for awarding university places.  
- Over 2 million applications per year.  
- The system causes a high workload in the supporting technical infrastructure, especially at the end of the admission period.  
- In order to handle such a task, the StH is equipped with one of the leading scientific computing centers.

- There is ongoing work on Edu-API
  - <https://www.eunis.org/eunis2021/sessions/interoperability-across-the-eu/>
  - <https://www.imsglobal.org/edu-api>
  - Paper on EduAPI: [https://www.eunis.org/eunis2021/wp-content/uploads/sites/18/2021/05/EUNIS\\_2021\\_paper\\_40.pdf](https://www.eunis.org/eunis2021/wp-content/uploads/sites/18/2021/05/EUNIS_2021_paper_40.pdf)
- European data model for achieved learning outcomes => Europass Learning Model (ELM)
  - ELM available at <https://github.com/european-commission-europass/Europass-Learning-Model>
  - ELM, digital credentials, is part of the European Data Strategy
  - ELM has also been adopted by European Blockchain Partnership, a joint partnership between all EU Member States and European Commission (It's the Data Model adopted in the European Blockchain Service Infrastructure - EBSI, Diploma Use Case)
- Do we need a national point for student records to build a European network or we can do it by connecting individual Universities?

Kuvat: [https://www.eunis.org/eunis2021/wp-content/uploads/sites/18/2021/06/10\\_08.45-HE-Administration-46-Guido-Bacharach.pdf](https://www.eunis.org/eunis2021/wp-content/uploads/sites/18/2021/06/10_08.45-HE-Administration-46-Guido-Bacharach.pdf)

9:30 am - 10:00 am

## PARTNER PLENARY 2: INNOVATING IN EXTREME CIRCUMSTANCES – HOW ANGLIA RUSKIN UNIVERSITY RESPONDED TO THE COVID CRISIS

Rachel Wright

- At the start of the pandemic student support contacted the students daily, twice a week or weekly, depending what the student wanted.
- Also new teams formed for residential services, catering, compliance, international support...
- Real-time situational information on how many at campus, how many self-isolated, how many had covid. Form created for students to inform if they were unwell

10:00 am - 10:30 am

## INVITED SPEAKER 3: SMALL THINGS THAT MAKE BIG DIFFERENCES: COVID-19 RESPONSE THROUGH STUDENT EYES

Robert Allison  
Matt Youngs

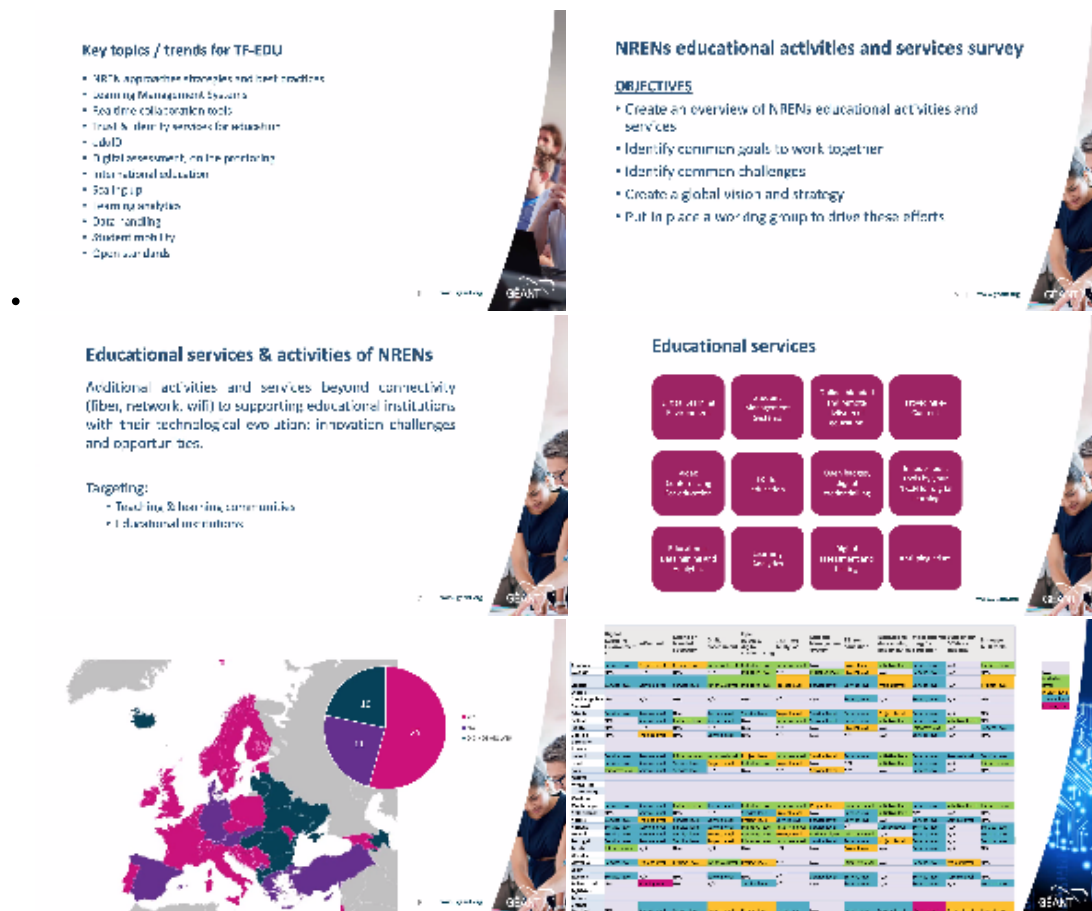
10:30 am - 10:45 am  
BREAK/CHANGEOVER TIME

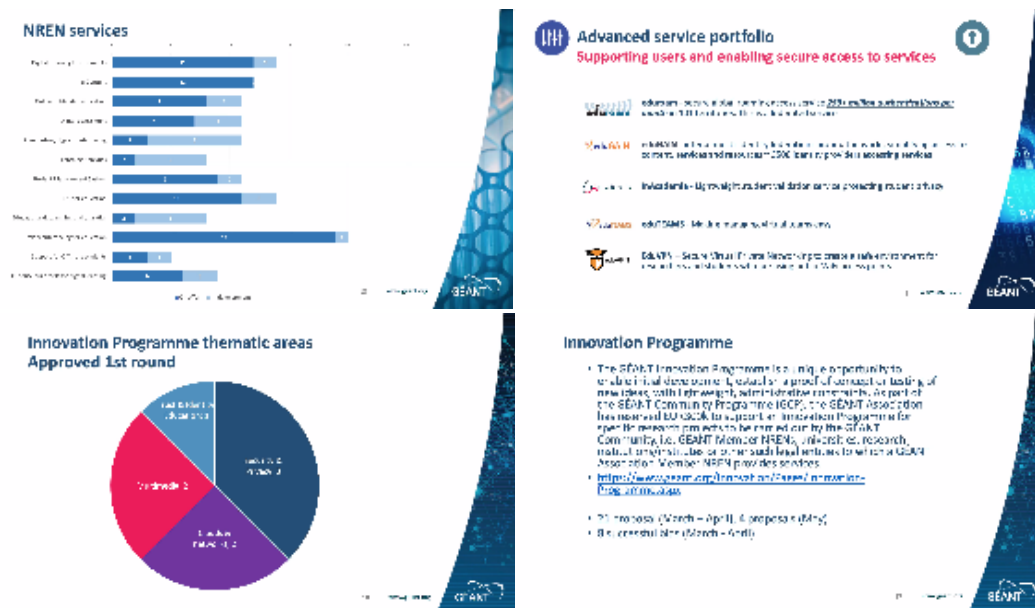
10:45 am - 11:00 am  
PARTNER SPOTLIGHT 3: LEARNING, TEACHING AND THE POWER OF A CONNECTED STUDENT EXPERIENCE

Eva Kohl

11:00 am - 11:45 am  
INVITED SPEAKER 4: RESEARCH AND EDUCATION NETWORKS SUPPORTING HE DURING THE PANDEMIC

Gyöngyi Horváth



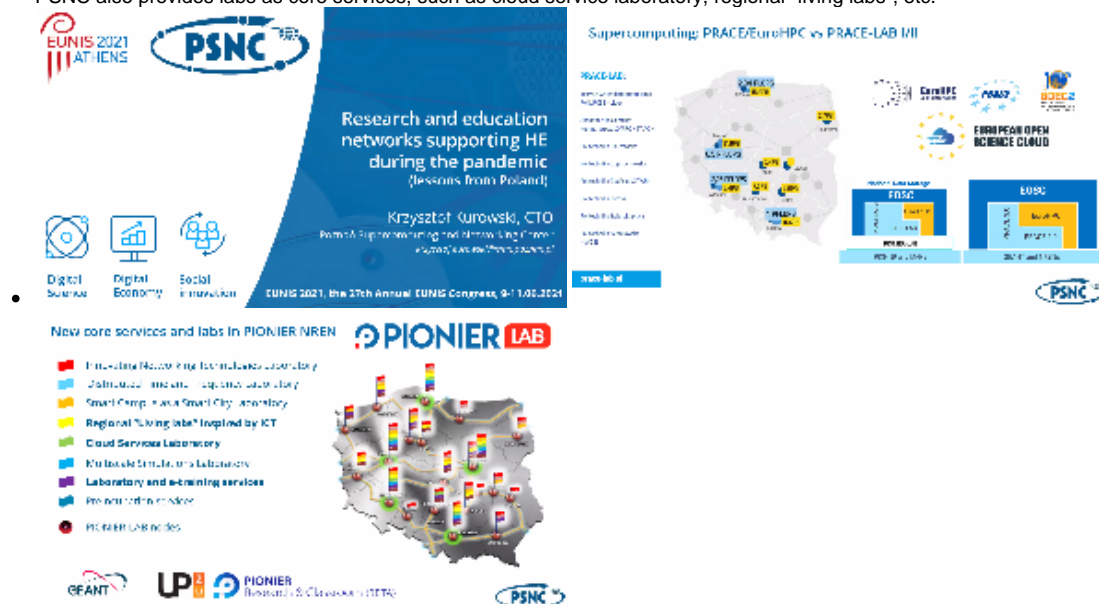


- GEANT Innovation Programme: <https://www.geant.org/Innovation/Pages/Innovation-Programme.aspx>
- Wiki page for Educational Services Task Force: <https://wiki.geant.org/x/qzpwBg>
- Free event by Géant: Thursday, 17 June our annual TF-EDU event, addressing issues of how NRENs can support education for universities and the future vision of education with keynote speaker Jet de Ranitz from SURF (The Netherlands): <https://events.geant.org/event/653/>

Kuvat: [https://www.eunis.org/eunis2021/wp-content/uploads/sites/18/2021/06/10\\_11.00-02-Invited-Speaker4-Gyongyi-Horvath-v2.pdf](https://www.eunis.org/eunis2021/wp-content/uploads/sites/18/2021/06/10_11.00-02-Invited-Speaker4-Gyongyi-Horvath-v2.pdf)

## Krzysztof Kurowski, Pionier (NREN in Poland)

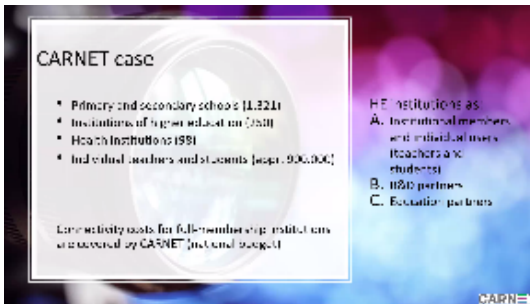
- PSNC, in addition to being an NREN, is also a supercomputing center in Poland
- PSNC also provides labs as core services, such as cloud service laboratory, regional "living labs", etc.



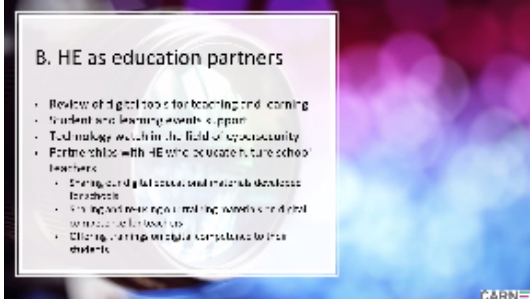
Kuvat: [https://www.eunis.org/eunis2021/wp-content/uploads/sites/18/2021/06/10\\_11.00-03-Invited-Speaker4-Kurowski.pdf](https://www.eunis.org/eunis2021/wp-content/uploads/sites/18/2021/06/10_11.00-03-Invited-Speaker4-Kurowski.pdf)

## Dragana Kupres, Carnet, Croatia

- All services are covered by national funding; no fees for the institutions



- More than 70 services. For HEIs the largest service is a Moodle based platform, others include connectivity services etc.



Kuvat: [https://www.eunis.org/eunis2021/wp-content/uploads/sites/18/2021/06/10\\_11.00-02-Invited-Speaker4-Kupres.pdf](https://www.eunis.org/eunis2021/wp-content/uploads/sites/18/2021/06/10_11.00-02-Invited-Speaker4-Kupres.pdf)

## Victoriano Giralt

- User perspective on NRENs
- Universities were in a good position to respond to the changes required by the pandemic.
- Eduroam essential

The University IT departments know better what educational services (beyond connectivity) are needed and the specific requirements and information systems for such services. In several European countries, additional services are designed and implemented by the Universities themselves and/or University Associations established for designing and developing such additional services by the "University/Users" themselves, since they know their own needs best! In such cases, should the NREN focus on providing the basic services (e.g., connectivity and computing infrastructure) and leave educational services to Universities/University Associations?

Should NRENs provide the services, or Universities?

- Depends on the case. NRENs rarely decide on their own, but in collaboration with the universities. Connectivity services are a niche, that require collaboration.
- Europe is very varied in terms of what NRENs are offering in their countries and also how they support their educational institutions. In most cases they are in very close contact with the university IT departments to ensure that there is collaboration on what their NREN should work on and what they should provide as support.
- NRENs and universities can be seen as a continuum

11:45 am - 12:15 pm

## INSTITUTIONAL RESPONSES TO THE PANDEMIC

### Aigars Zupa, Riga Stradins University

Covid-19 as an Accelerator for Digital Transformation at Riga Stradins University (#37) [Abstract](#)

- There were many paper based processes, and not all were skilled at using Moodle, ZOOM, etc.

### Vasiliki Kalfa, IT Center – Aristotle University of Thessaloniki

Coping with the COVID-19 challenges in a comprehensive university: learning tools and procedures adopted by Aristotle University of Thessaloniki (#44) [Abstract](#)

## Konstantinos Tsibanis, Pantelis Balaouras, University of Athens, Greece

Emergency Remote Teaching and Online Exams at the National and Kapodistrian University of Athens during the COVID-19 Pandemic (#53) [Abstract](#)



### NKUA E-learning Ecosystem

NKUA has early adopted technology into the educational process for more than 20 years. NKUA has a comprehensive e-learning ecosystem that consists of the platforms and services mainly based on open source software and technologies.

The core components of this e-learning ecosystem are Open eClass, an open source Learning Management System, and Open UoU, a cloud-based Content Management System.

In addition, there are a number of support services and services that support the NKUA e-learning ecosystem.

### Conclusions

NKUA had a comprehensive e-learning ecosystem, where the COVID-19 pandemic crisis highlighted digital readiness and the early adoption of digital culture in education from the teaching of faculty members and students to the faculty's efforts to deal with the challenges of shifting to emergency remote learning and online exams and evaluation.

The COVID-19 pandemic offered an opportunity to trigger NKUA towards a broader digital transformation and a valuable heritage for the future. NKUA should continue investing, maintaining and enhancing digital skills and competencies, promote best and new educational scenarios.

However, it also highlighted a number of weaknesses in order to face the risk of digital skills, lack of initiative, available educational content, need for data-informed decision making, and local issues of digital security, student engagement, etc.

### Lessons learned?

- Distance learning study programmes came to stay.
- Pedagogical methodologies have developed.
- ZOOM-Moodle collaboration for a more user friendly experience for the users
- Teaching methods have changed, but this change is slow
- Digital readiness was there, but difficulties came about due to lack of skills

Kuvat: [https://www.eunis.org/eunis2021/wp-content/uploads/sites/18/2021/06/10\\_11.45-Institutional-responses-to-the-pandemic-80-Konstantinos-Tsimpanis.pdf](https://www.eunis.org/eunis2021/wp-content/uploads/sites/18/2021/06/10_11.45-Institutional-responses-to-the-pandemic-80-Konstantinos-Tsimpanis.pdf)

12:15 pm - 12:30 pm

## PARTNER SPOTLIGHT 4: DMS – UNITRON SIS

John Tsialtas

12:30 pm - 2:00 pm

## MARKETPLACE AND TAVERNA

2:00 pm - 2:30 pm

## ID MANAGEMENT

## Francisco José Aragó-Monzonís, Gumbau Mezquita Universitat Jaume I

SEAL Project: enabling identity reconciliation and self-sovereign data management (#10) [Abstract](#)



- Partnering institutions from Spain and Portugal
- Goal to propose a framework for in person verification service interaction
- User creates a virtual single identity

- Put the user in the centre of the data management

- Self-sovereign identity
  - Secure and trusted user-domain data storage
  - Verifiable Claims
  - Identity Federation
  - Federated access to data
- **Normalise and optimise the reconciliation of identities**
- Framework for PV service interaction
    - Internal reconciliation mechanisms (automated and officer aided)
  - Progressive framework for linking trust
  - Use data as a service

- \* Offer a reference interview, if not for the management of diabetes and UV

- Glass transition, new methods, organic materials, polymers, etc.
- Adaptive materials by controlling external changes
- Low a ways have not been followed
- Enhance stabilizing progress very strange like between theories
- Form a dual stage theory

- support list = federated and self-sovereign approaches in data gathering and analysis
- Develop a modular, extensible, scalable application

## Architecture Diagrams



### Service Characteristics

- Microservices based architecture

- **user interface** controls and modules connected to the system through API
  - *Time of the functionality will be determined by the user's normal log in*
  - *Mobile interface becomes more sophisticated as the web site*
- **Low level interface** or user application
  - Data is stored or when the user commands to change contents in the cloud
  - No storage of personal data, not even on recommendation modules
- **Optimized session**
  - *Users can store their own history of SQL queries, download data with him*
  - *Diffs and instances can have diff. number of modules connected, like other existing linkages, procedures, etc.*

Kuvat: [https://www.eunis.org/eunis2021/wp-content/uploads/sites/18/2021/06/10\\_14.00-ID-Management-10-Francisco-José-Aragó-Monzon%C3%ADs.pdf](https://www.eunis.org/eunis2021/wp-content/uploads/sites/18/2021/06/10_14.00-ID-Management-10-Francisco-José-Aragó-Monzon%C3%ADs.pdf)

**2:30 pm - 3:30 pm**

## INTEROPERABILITY ACROSS THE EU

**Hermann Strack, Harz University of Applied Sciences & Ramona-Denisa Steiper, Georg-August Universität Göttingen**

Progress on Digitization of Higher Education Processes towards Standards EU & DE (#15) [Abstract](#)

## Future developments

- eXtensible Open Credentials for multiple signers (eXDOC, author tool, ELMC) similar formats
- Verifiable Credentials (VSC) / EDCI
  - unique identification of the digital object holder
  - dedicated encoding to 3rd parties
- X-igmped access (industrial Framework (XHFIFAC2)) / FL Single Sign On Gateway (SSOG)



- EduAPI will be the core information exchange model in the future

- Would this still require cementing the semantics behind the data even if the format is the same?
- Semantic versioning being discussed? yes.

Kuvat: [https://www.eunis.org/eunis2021/wp-content/uploads/sites/18/2021/06/10\\_14.30-Interoperability-across-the-EU-40-Ljungkrona.pdf](https://www.eunis.org/eunis2021/wp-content/uploads/sites/18/2021/06/10_14.30-Interoperability-across-the-EU-40-Ljungkrona.pdf)

### 3:45 pm - 4:15 pm IT CULTURE & VALUE

Thomas Eifert  
Anne Thoring

### 4:15 pm - 4:45 p PARTNER PLENARY 3: DEMYSTIFYING DIGITAL TRANSFORMATION – THE BUSINESS IMPACT OF HAVING A UNIFIED STUDENT EXPERIENCE

Julio Villalobos  
Patrik Maltusch  
Marcelle Porteous

## Quick Introduction

**Julio Villalobos**  
Strategic Higher Education Advisor  
Salesforce.org

## Agenda

1 Demystifying Digital Transformation

2 Aalto Insights

3 Selecting a partner, successfully

4 Reflections



## The Wave of Change



Demographics

Consumerism

Globalisation

Competition

Technology

## Education Strategic Priorities

[salesforce.org](https://salesforce.org)

Market Diversification

Personalised Experiences

Digital-first Service

Continuous Innovation

## Education is a Sector in Motion

Digital transformation is underway

[salesforce.org](https://salesforce.org)

Hybrid Education

Holistic Care

Experiential Learning

Unbundled Offering

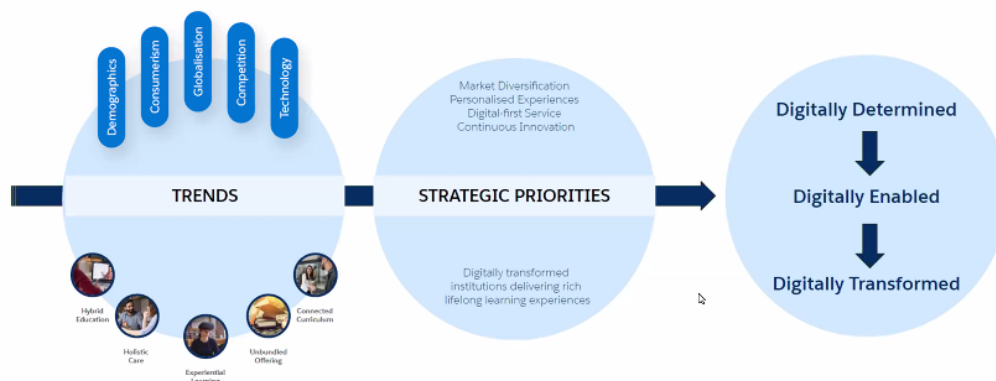
Connected Curriculum

Digitally transformed institutions delivering rich lifelong learning experiences

2025 Education

## When Strategy Leads, Success Follows

[salesforce.org](https://salesforce.org)



## Success for Institutions of Every Type, Every Size, Everywhere

salesforce.org



## Simplify Data Complexity Across Your Institution

Capture a unified view across the entire learner lifecycle

salesforce.org



- Salesforce Customer Stories - <https://sfdc.co/HdGZO>

salesforce.org

## Transforming Student Service Processes at Aalto University with Advisor Link

Patrik Maltusch | Head of IT Architecture, Aalto

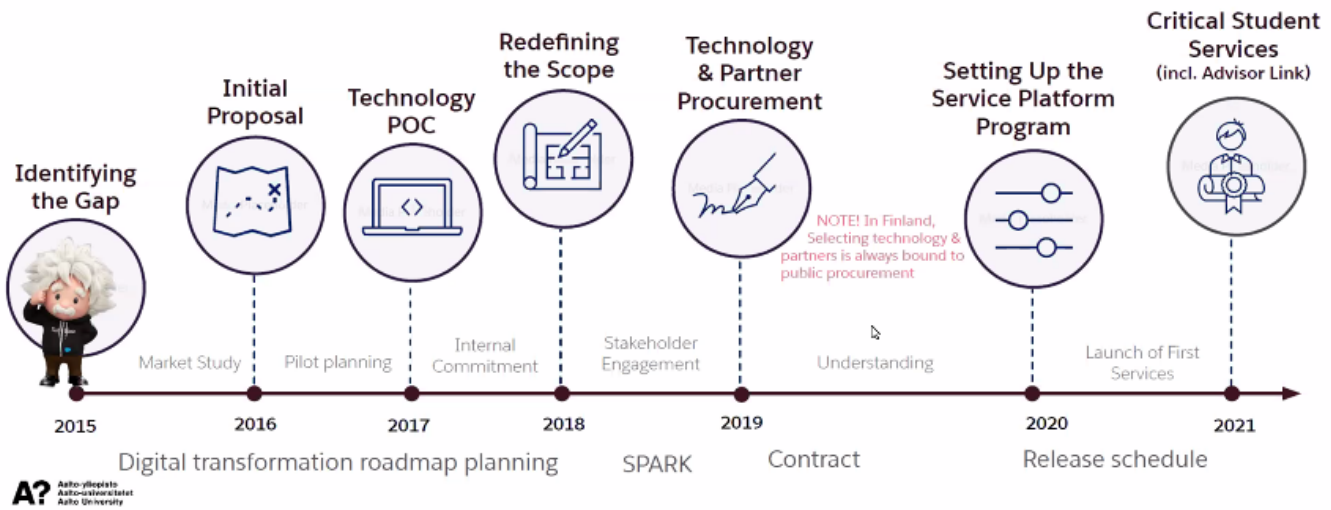


- Maltusch: Business and Dynamic Change - The Arrival of Business Architecture - <https://bit.ly/2R8SAz4>

# Our Journey Towards a Unified Service Platform

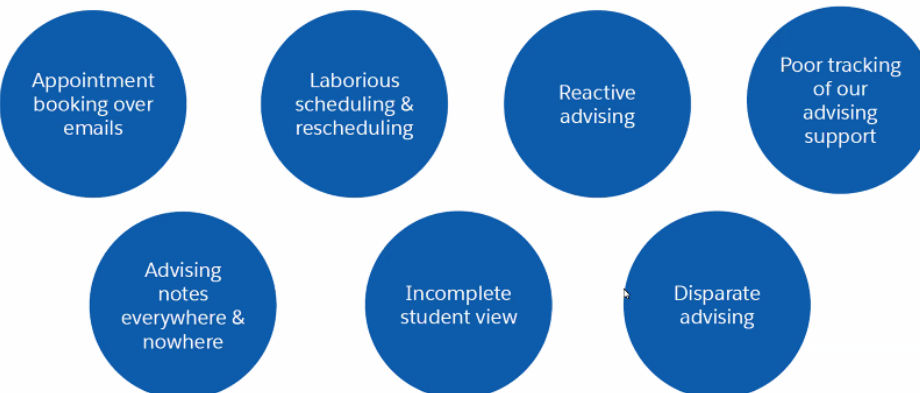
 salesforce.org

Laser-focused to deliver a world-class student experience



## A Growth Opportunity for Our Student Advising Services

 salesforce.org



## What Our Experience Taught Us

1. It's important to manage expectations
2. Working in sprints does not always fit the university's annual clock
3. Deployment takes time
4. It's critical to communicate to different target groups



## Marcelle Porteous

Customer Success Director, Salesforce





Joined Salesforce 2008

### Salesforce Role

Marcelle has been working with Salesforce for over 13 years and was one of the first 500 globally to become Salesforce certified. As Customer Success Director, she is heavily involved in the EMEA Higher Education Council and looks after our Education customers in EMEA. Outside of work she is a mom, a trustee of two charities, and a prolific knitter. This year Marcelle was awarded the Salesforce Golden Hoodie for her work in her local community.

### Career Highlights

- Industry Advisor, IBM
- UKI Regional Director, FinDock
- CEO, crmSOS

### Industry Experience

Education, Non Profit, Media and Communications

### Giving Back

Trustee of Big Community Sew, Sew Marvellous Charity Makes and Colmore PTA

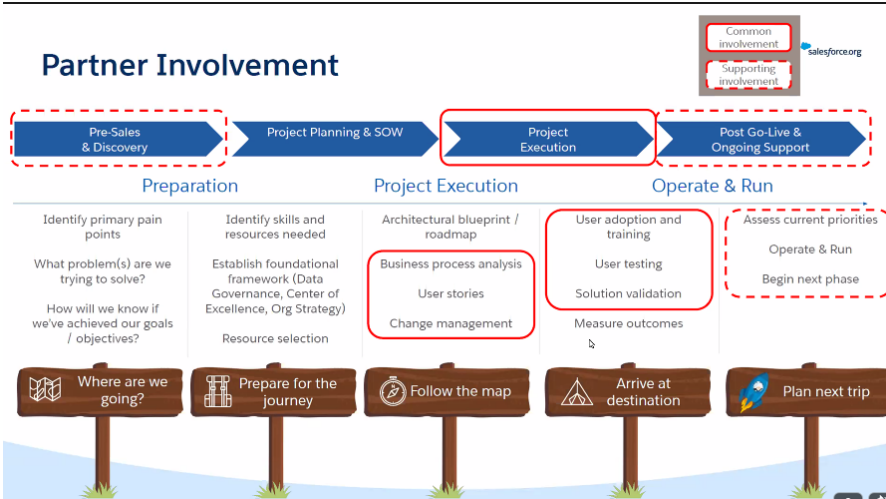
### Education

MBA Aston Business School


### Personal

I am from Birmingham UK, and outside of work I am heavily involved in volunteering with several charities and community groups. I love to sew, and last year led a group of 250 volunteers to make 29,000 items for the NHS PPE shortage





## Partner Selection Considerations



### Key Points to Research / Review

- Cultural Fit
- Team Members
  - Certifications
  - Salesforce Partner Program
- Development and Delivery approach
  - Change Management
  - Risk Identification
- Industry Knowledge and References
- Salesforce Partner Program

### Training and Enablement

Search on Trailhead for **Best Practices in Partner Selection**

### Find a Partner

Search online for **AppExchange Salesforce Partners**

From Andy Holohan to Everyone: 05:47 PM

Find an Education Consulting Partner - International - <https://sfdc.co/chIFc1> How to Choose a Salesforce Consulting Partner - <https://sfdc.co/bdhBjp> Check a Potential Partner's Certifications - AppExchange Consultant Listings - <https://sfdc.co/blISMt> Successfully Implement with Salesforce Partners - <https://sfdc.co/cfxIEY> Trailhead - Find Success with Your Implementation Partner - <https://sfdc.co/btGyAO>

## Join Us Next Week!

to hear stories from trailblazers institutions across the globe



**Education Summit**  
JUNE 16<sup>TH</sup>, 2021

[sfdc.co/summit-21](https://sfdc.co/summit-21)

**6,000+ members**  
of the salesforce.org community representing universities & schools across the world.

**35+ sessions**  
focused on bold visions for the future of education.

**6 awards**  
recognizing innovative trailblazers in the salesforce.org education community.

Michelle Obama  
Yusuf Mawardi

Imperial College London  
UCL Barcelona  
HULT  
RMIT  
A!

16.6.2021 Salesforce Education Summit, <http://sfdc.co/summit-21> (<https://www.salesforce.org/events/education-summit-2021/>)

Join Education Summit, June 16, 2021 - <https://sfdc.co/nHPTD> IDC Report - The Future of Higher Education - <https://sfdc.co/bAtahm> 5 Things Universities Can Do Now to Digitally Transform - <https://sfdc.co/cjvU6N> Salesforce Education Cloud - Unlock the Education Cloud - <https://sfdc.co/ber4qs>

Kuvat: [https://www.eunis.org/eunis2021/wp-content/uploads/sites/18/2021/06/10\\_16.15-Partner-Plenary3-Salesforce.pdf](https://www.eunis.org/eunis2021/wp-content/uploads/sites/18/2021/06/10_16.15-Partner-Plenary3-Salesforce.pdf)

## 5:00 pm - 5:30 pm DIGITAL TRANSFORMATION 3

James Clay, JISC  
Malte Dreyer



**‘Learning and teaching reimagined: A new dawn for higher education?’**

Report  
Wednesday 04 November 2020

<https://ji.sc/a-new-dawn>

**Learning and teaching reimagined**  
A new dawn for higher education?  
November 2020

## Preparing for 2021/22

1. Embed digital at the heart of university culture
2. Invest in the short-term but with a long-term strategic view
3. Explore new economic models for high quality blended learning at scale
4. Embrace blended learning in curriculum re-design
5. Expand the digital skills and confidence of students and staff
6. Communicate the benefits of blended learning
7. Strengthen the response to digital poverty

More info here <https://www.jisc.ac.uk/higher-education>

Kuvat: [https://www.eunis.org/eunis2021/wp-content/uploads/sites/18/2021/06/10\\_17.00-Digital-Transformation3-13-Clay.pdf](https://www.eunis.org/eunis2021/wp-content/uploads/sites/18/2021/06/10_17.00-Digital-Transformation3-13-Clay.pdf) ja [https://www.eunis.org/eunis2021/wp-content/uploads/sites/18/2021/06/10\\_17.00-Digital-Transformation3-19-DreyerBierwirth.pdf](https://www.eunis.org/eunis2021/wp-content/uploads/sites/18/2021/06/10_17.00-Digital-Transformation3-19-DreyerBierwirth.pdf)

**5:30 pm - 6:00 pm**

### **INVITED SPEAKER 5: THE CHANGING LANDSCAPE OF US INSTITUTIONS FOLLOWING COVID 19**

Michael Zastrocky

**6:00 pm - 6:30 pm**

### **DIGITAL TRANSFORMATION 4**

Michael Zastrocky  
James Clay  
Pekka Kähkönen  
Malte Dreyer  
Paula Nottingham  
Marit Barstad

**7:00 pm - 8:00 pm EUNIS AWARDS AND SOCIAL**

Best paper award for: [Suvi Valsta](#), [Tuija Marstio](#), [Virve Pekkarinen](#), [Anssi Mattila](#) from Laurea

