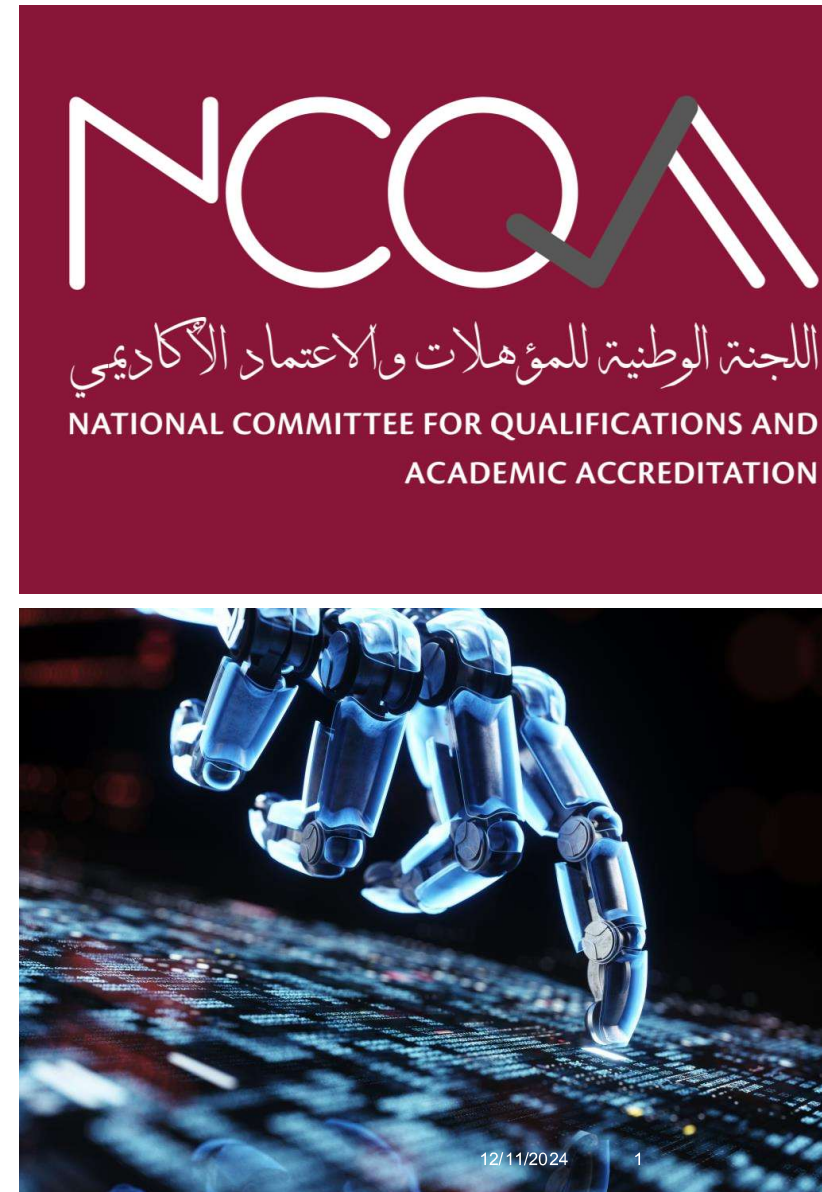# Role of Technology and AI for Quality Assurance in Higher Education

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About NCQAA

The National Committee for Qualifications and Academic Accreditation (NCQAA) was established by the Council of Ministers' Resolution 12 of the year 2022 dated on the 2nd of August 2022.

NCQAA Mandates

1

Oversee and revise the **National Qualifications Framework (NQF)** as and when needed in accordance with the general policies of the state.

2

Conduct **Accreditation on the Institution and Program Levels** and **certify the credentials** awarded by Higher Education Institutions ensuring their alignment with the National Qualifications Framework.

3

Contribute to the **development of Higher Education Institutions** and to promote the offering of high-quality education by setting and upholding **quality assurance standards.**

Need for Automation

Databases: National Registry for international accreditation agencies, registry for reviewers, registry for qualifications

Automated accreditation application: submissions, revisions, and final decision, involvement of different actors in the system, automated notifications and reminders

Continuous improvement: updating policies, ensuring bilingualism of documents, implementing feedback loops, and leveraging data analytics

AI-powered document scanning and parsing: ability to scan self study reports along with evidence and other submitted documents for an effective initial review

AI chatbots for NCQAA website to provide continuous support and answer quick questions

Data visualization and KPIs cross-analysis

The Potential of AI for a Seamless Accreditation Process for NCQAA

Learning from Other QA Agencies

Use AI-driven **sentiment analysis** to interpret feedback and survey results

Sustainability standards tracking and environmental impact assessment

Benchmarking and cross-comparison

Supporting HEIs

Analyzing **review report**

Anticipated Challenges

- Data privacy and security for sensitive institutional data

- Effective training of AI-embedded system

- High implementation and maintenance costs including personnel and institutions' training

- Human vs machine involvement: how to strike a balance

WEBSITE: HTTPS://WWW.NCQAA.EDU.GOV.QA/

Thank you.