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AI and digitalization offer new opportunities for higher education

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Digitalization and Artificial Intelligence is more and more present in our daily life and become integrated part of many businesses. It is higher education research which developed the new technologies, and now we have to integrate it in our educational processes. The partnership between huma intelligence and Artificial Intelligence, through robots and robotic automated programming is coming to help to offer better educational services, from admission and tuition fees payments till grading assessments and program review. The present study was based on the interview of several teachers, students and representatives of public institutions with responsibilities in the field of higher education. The aim of this study is to show how Artificial Intelligence can improve all the services offered by an university, along with teaching and learning techniques for online environment, and which one of Porter's strategy suits more educational system, after COVID-19 pandemic. The analysis noted that they are still divergent in understanding the meaning of digital campus, with all its aspects, and how it can help enrich the structure and culture of the university campus to ensure quality teaching, research and administrative management using real innovative technologies.

KEYWORDS

Higher education system; artificial intelligence and machine learning, university services.

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