

**DIGITAL TRANSFORMATION AT TAY NGUYEN UNIVERSITY**Nguyen Thi Nhu<sup>1</sup>, Phan Thi Dai Trang<sup>1</sup>

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**SUMMARY**

Digital transformation is taking place firmly and has become a vital issue for businesses as well as social organizations. Tay Nguyen University, like other universities, is expected to lead in digital transformation because it is the central place to train human resources for society. The higher education environment derives employees' knowledge, skills, and professional experience. Therefore, with the growing demand for the digital transformation, universities need to implement digital transformation not only in the field of teaching and training but also in comprehensive digital transformation, creating a digital living environment for citizens of their organizations. In this research, methods of observing and synthesizing documents were implemented to discover a suitable solution for digital transformation at Tay Nguyen university

**Keywords:** *Digital transformation, university, education.*

**1. INTRODUCTION**

Digital transformation is the process of moving from a traditional model to a digital model based on new technologies (Clark, 2018) such as big data, the Internet of Things, cloud computing and technology software to change the management and administration methods, processes, working methods, and organizational culture.

Industry 4.0, digital transformation is considered the key to improve operations, increase competitiveness for businesses and organizations through the outstanding advantages which bring such as optimizing operating costs, improving quality productivity and diversifying products and services.

For education in general, and higher education in particular, digital transformation offers the opportunity to apply technology to create rapid changes in model, organization and teaching and learning methods. Traditional classes with disadvantages such as high organizational costs, limited serving space, and fixed time... will be replaced by online and virtual classes. The learning space is more diverse, instead of traditional laboratories or simulation rooms, learners can experience learning in virtual space, interact human-to-human or human-machine through VR technology simulation software.

The decision No 1282 made by Ministry of Education and Training for project “Enhancing information technology application and digital transformation in education and training in the period of 2022 - 2025, oriented to 2030” (The Ministry of Education and Training, 2022) which refers to the

determination of leaders in digital higher education model in Vietnam. This project helps universities quickly transform into new model.

In Viet Nam, estimated about 45% universities are in digital transforming, Ho Chi Minh national universities implements digital transforming and get successful at 4<sup>th</sup> of pilot stage, others can study or inherit their model (Liên, 2022).

Tay Nguyen University is training organization to supply the main human resources for the central highlands provinces and surrounding areas. Therefore, society has great expectations for human resources to experience the results of digital transformation to apply in the working process. Over the years, Tay Nguyen University has gradually implemented digitization. Departments, lecturers and staffs have been making efforts to apply information technology and digitize work contents. However, in order to reach development of digital transformation, the university needs to focus on investing more in the fields of digital transformation, such as strategy building, human resource training, equipment and infrastructure...

**2. RESEARCH CONTENTS AND METHODOLOGIES****2.1. Research contents**

The study focuses on the following key issues:

Elements of digital transformation at universities in the industrial stage 4.0

Trends of digital transformation in university education.

The digital transformation model from organizations

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