



# Digitalization of Center Processes and AI Integration

Advancing quality assurance in higher education through intelligent digital infrastructure, ethical AI governance, and evidence-based decision-making aligned with ESG standards.

NCEQE currently operates **six integrated digital platforms** supporting authorization, accreditation, HR, document management, and strategic monitoring. In this context, the Centre is in the process of developing AI-supported capacities, including automated transcription of Council sessions, an AI-assisted citizen helpdesk, and an internal AI usage policy aligned with ENQA standards and EHEA requirements.



## DIGITAL PLATFORMS IN OPERATION

### EHRMS

Electronic Human Resource Management System — centralizes all public-sector employee data, automates staffing workflows

### EXPERT MANAGEMENT SYSTEM

Portal for authorization/accreditation expert profiles — CVs, visit schedules, conflict-of-interest disclosures, and workload visibility.

### ELECTRONIC PORTAL OF NCEQE STRATEGY AND ACTION PLAN

Strategic action plan tracking — quarterly and annual reporting, KPIs, institutional knowledge management, and challenge identification.

### QMS

Authorization process portal for HEIs — program codes, qualifications, staff workload, and institutional affiliation data.

### TRADOS STUDIO

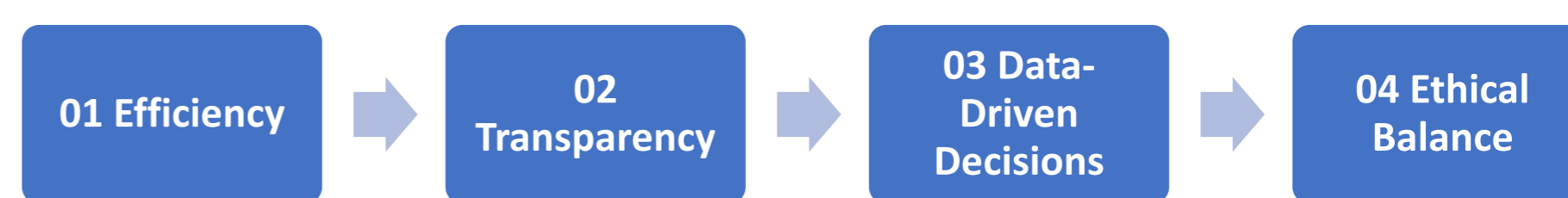
It is a comprehensive translation platform that integrates: Translation Memory, Terminology Management, Machine Translation, Project Management

### EFLOW

Electronic document management system — the full administrative workflow of the Centre.



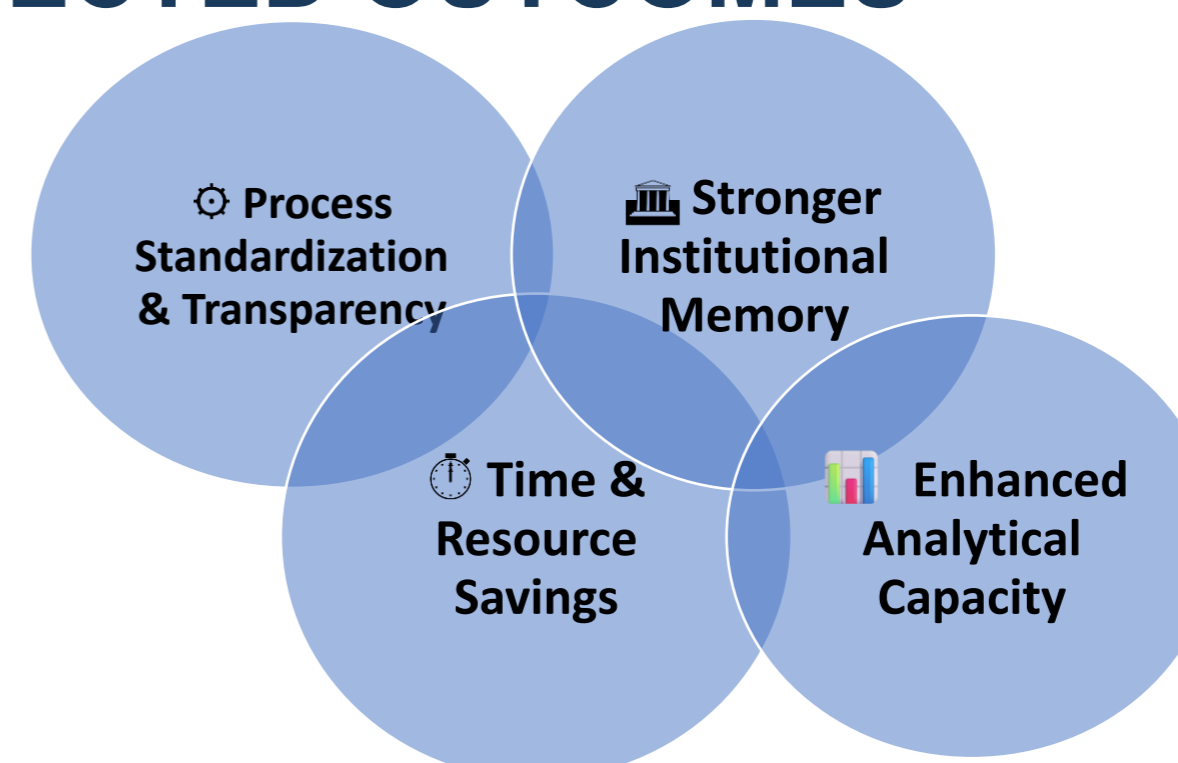
## AI STRATEGIC GOALS



## AI APPLICATIONS

- Analysis of self-assessment reports
- Benchmarking educational programs against national standards
- Compiling evidence summaries for expert panel review
- Automated transcription of council sessions
- AI-assisted citizen helpdesk supporting the Centre's processes

## EXPECTED OUTCOMES



## FIVE GOVERNING PRINCIPLES OF AI INTEGRATION



## CHALLENGES & RISKS

**REGULATORY GAP** - No national AI quality assurance framework yet exists in Georgia.

**BIAS RISK** - Algorithms may amplify existing systemic inequalities if unchecked.

**FRAGMENTATION** - Different data systems operate across higher education institutions.

**RAPID CHANGE** - Innovation pace demands continuous adaptation and staff reskilling.

AI is **a tool, not a goal** - its purpose is to support evaluators, not to replace them. NCEQE's approach integrates ethical, transparent, and human-centered AI incrementally, in close cooperation with European partners. Success depends on continuous monitoring, capacity building, and maintaining the integrity of peer review. Ultimately, AI must **strengthen - not undermine - trust** in the quality assurance system.

