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Emerging issue and challenges in digitalization of higher education

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Abstract
Digital equity – ensuring equal access to technology – is a "rampant social justice issue", affecting developed and developing countries alike, but is also a major concern for higher education. Digital learning is becoming almost commonplace in classrooms across America; however, you will still come across opposition. While studies suggest digital learning is changing education for the better, it does not mean that digital learning is without problems. Ask any teacher who has ever attempted to use technology or digital resources in his or her classroom, and you will be told about a time when technology let them down. And, yet, even with the digital learning challenges teachers face, most are willing to deal with them to make their classroom a digital learning environment. Today, let's take some time to look at some of the more common digital learning challenges and discuss ways to overcome them. The digital revolution poses a double challenge to higher education: in the methods and practices of learning and of teaching, and in the very substance of what is taught in view of the disruption that emerging technologies are bringing to the classrooms. Countless questions arise today in the minds of educationist, administrators and faculty, and in societal debates at large.

Keywords: Digitalization, Challenges, Emerging trends

Introduction

The very nature of Higher Education, how it is delivered and the role of universities in society and the economy is changing, and will continue to change significantly in the next decade. Universities are competing globally for students, academics and funding, and only those that stay relevant and leverage new digital capabilities will benefit in this digital age. Higher Education sector, universities need to differentiate themselves through new and emerging business models – one of which was to become a Digital Leader. Many universities are developing specific digital strategies in reaction to the massive shift towards using new technology, yet lack the vision, capability or commitment to implement them effectively. As a result many institutions then invest heavily in IT systems that don't deliver the anticipated benefits and outcomes. These universities fail to appreciate that they don't need a digital strategy – just a business strategy that is fit for the digital age. Staying relevant in the digital age requires a strategic vision for the whole institution, a vision that is led by senior management with support from many departments, not just IT. A lack of digital literacy amongst academics, students and staff means that early engagement and interaction to build the right support networks is essential to achieving sustainable change across the entire institution.

Students have become customers who bring their own digital world expectations to university. These customers are more savvy, better connected and more vocal than ever. Many have preconceived ideas of how universities will engage directly with them and what outcomes they can expect in return for their investment. Students increasingly see universities as the main means of securing their future employment rather than simply

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learning and self-development. The value proposition for universities is therefore changing and this means that employability and the student experience is more critical than it has ever been. Although MOOCs (Massive Open Online Courses) have yet to gain the traction that many anticipated, a new wave of innovative teaching techniques has arrived and academics are exploring new methods of teaching that are underpinned by digital technologies. MOOCs are far from being the end of the line for digital disruption in teaching methods. As generation that is more digitally sophisticated than any previously, students expect to be taught and to learn using methods that suit their personal preferences and at a pace that they have chosen, not one that is mandated to them.

Challenges for Digitalization in Higher Education

1. **The school community resists change**: There are still many in education who is resistance change. For instance, it is hard to change the way you teach when you have been using the same tools for your entire teaching career. Therefore, it is important to provide plenty of information, statistics, and examples to show the community why these tools should be implemented in the classroom.
2. **Lack of IT support**: As your school uses more technology, you will need to increase your IT department. More use of technology means stress on the IT department; hence, you should not expect one person to handle the added responsibility.
3. **Technology continuously changing**: Unfortunately, technology is always changing, so you should not expect to be using the same tools forever. Instead, you should have a plan and budget in place for upgrading technology.
4. **Lack of quality content**: With the amount of digital content, it is overwhelming to curate a collection of high quality digital learning materials independently. Instead, your school administrators and teachers should work side-by-side with the school librarian to develop a solid collection of content.
5. **Not a substitute for human interaction**: even as humans begin to use virtual assistants more regularly, they are still any replacement for human interaction. Teachers should not step aside and let the digital tools "take over." Instead, teachers should use digital resources as supplemental and complementary tools for the classroom.
6. **High costs**: Technology and digital resources are expensive. Therefore, teachers and schools should be prepared to seek grants and community support for funding.
7. **Unequal access for all students in and out of school**: Even if your school has WIFI and a great collection of digital tools, it does not mean the student population has these devices (or WIFI) when they go home. To overcome this challenge, some schools are providing students with laptops or tablets.
8. **Software is not optimized for mobile devices**: Many students do not have internet access at home, so they use their cell phones (and data) for internet access. Therefore, it is important to make sure all your digital resources are optimized for mobile devices.
9. **Security issues**: More activity online also leads to more security issues. To combat security issues, your school should invest in security. Additionally, students and teachers need to be taught the basics about internet safety.
10. **Lack of training for teachers**: Finally, teachers are busy enough, so it can be difficult for them to add one more thing to their schedules. However, if you want your digital learning environments to be successful, you must find time to train teachers on how to use various digital tools.
11. **Improving digital literacy**
12. **Integrating formal and informal learning**
13. **Achievement gap**
14. **Managing knowledge obsolescence**
15. **Rethinking the roles of educators**

Emerging Trends in Education Sector
1. Government take one more step closure to achieve digitization in the education sector: The education sector has been a top priority for the Indian government. Keeping this in mind, the government over the years has been introducing various innovations to build a world-class higher education system. This year's budget was a step in the same direction, and Finance Minister Arun Jaitley focused on improving the quality of education with the aid of technology. The government's goal is to assist and provide an opportunity to every Indian to realize his or her potential to the core.

2. Government focus on getting a new financing model for higher education sector:
Through a new initiative RISE (Revitalising Infrastructure and Systems in Education), the government has planned to a total investment of Rs 1,00,000 crore in the next four years to step up investments in research related infrastructure in premier educational institutions. In order to boost the higher education system for meeting the requirements of 'New India – 2022', a comprehensive plan has been made for up gradation of the research.

3. The role of pre- service and in – service professor training: The greatest resources in the classroom are a teacher, and institution needs to invest in scaling up the knowledge and skill of their teachers. Teachers- training is an often- neglected aspects of education that is crucial step in ensuring that our students receive quality holistic education relevant for today's world. A content – focused curriculum alone does not support development of such skills therefore new approach and structure is require to empowered students and ready for tomorrow world.

6. College business school fostering entrepreneurial spirit: In recent years fostering entrepreneurship has become a topic of highest priority in public policy. This trend is due to the widespread recognition that business start-ups are a driving force of economic growth and significant job creation. Alumni of universities are seen as an important source for future entrepreneurs in dynamic and innovative areas. Successful universities in the US underline the important role of academic institutions as catalysts for high-technology start-ups. Considerable attention has therefore been paid to formal entrepreneurship education at the university level. Public authorities and economic experts stress the importance of promoting aspirations for entrepreneurship among young and highly-educated people.

7. Trends in technology in Education sector: Blackboard, chalk, textbooks and ink pens are slowing becoming a thing of a past. It is time to embrace technology where digital facilities coupled with tech-savvy teachers are enriching students' learning experience. A little glimpse into the dynamic digital world is indicative of how technology has given a whole new meaning to education. The rapid change and evolution of technology over the past few years has caught many educators by surprise, with many educational centres struggling to keep up with the new skills that will be required from the next generation Technology has emerged as the driving force in all the industries. Teaching and learning have gone beyond the norms of reading from a book and understanding. With the rapid development of technology, students are able to better visualise and understand concepts at a much profound level.

8. Industry experience is becoming the platform for academic careers: The big question which is going to become the trending one in the coming year is whether to pursue a vocation in academia or industry has changed as career paths. There is thin line between the both. Many professional who have spent time in either private and public companies are finding professional opportunities open to them in academia.

9. Delivering high quality business education: Universities who offer business education courses from years all the most continues to deliver world class programs. Equipping students with knowledge, skills and values to contribute to a successful career in business delivering higher quality education has been a must. A business school to offer best quality of education need be network oriented, affordable admissions and the most solid education. Many a time surveys are conducted to find places for best quality of education. Commercialization of education has become apparent and the need for using marketing tools has seen to be greater than before. The perception over quality of higher education has been seen differing in many ways. The status of students over quality of education seems to be around scholarship, extracurricular activities, parent's education, age, previous results and at last the name of the university.

10. Campus experience to be replicated using virtual technology: For corporate high flyers, being sent on an executive education programme once meant deserting the office for a couple of weeks and decamping to a plush business school campus. For those involved, such courses were part self-improvement, part jolly. Firms not only hoped to equip their best and brightest with new skills, but also to reward them by giving them the chance to rub shoulders with universities star professors and other high-performing executives The best part about the digitization of education in the 21st century is that it is combined with the aspects of both; classroom learning and online learning methods. Walking hand in hand both acts as a support system to each other, this gives a stronghold to our modern students. Digitization in education has also proved to be the right method for saving resources. Online examination platforms have restricted the frivolous usage of paper, directly confining the cutting down of trees. This way the digitization of education industry in the 21st century proves to be a boon to our society. Although the transition into the digital age can be daunting, universities that develop the right business strategy that includes responsibility for digital technologies within every department can open up a host of exciting new opportunities to engage with students, academics and staff. There is no single way to deliver particular outcomes through digital technology, but by listening to end users, valuable insight can be gained and acted upon. By empowering individuals across the institution to try new ways of working with digital technologies and providing them with the support and guidance they need, a university can transform itself from a faceless organisation into a vibrant institution with its own digital personality. The opportunities are out there and universities are learning how to survive and thrive in these changing times. How will you take advantage of the digital age and stay relevant for your academics, staff, and current, former and future students

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