

AI Adoption by Educational Quality Assurance Agencies

Dear QA Agencies,

On behalf of the **National Center for Educational Quality Enhancement (NCEQE) of Georgia** (www.eqe.ge), we are currently exploring the integration of Artificial Intelligence (AI) into our operations to enhance both our internal organizational and analytical processes, as well as external educational quality assurance practices.

As part of this initiative, we are conducting a study on international best practices regarding the application of AI in educational quality assurance agencies that are members of **ENQA**. We would like to ask you to share your experience regarding whether your organization has adopted AI tools in any capacity. Along with filling out the questionnaire, if you have any relevant documentation or experiences to share, we would greatly appreciate it.

Thank you in advance for your time and consideration.

* Required

1. Name of the Quality Assurance Agency: *

2. Country: *

3. Operation Area: *

1. National

2. European

4. Does your organization currently integrate AI into its operations? *

1. Yes

2. No

5. Are there strategic plans for AI implementation in the near future? *

1. Yes

2. No

6. Are there any existing or forthcoming regulatory frameworks or institutional policies that govern AI deployment in managerial, core, or supporting operational processes? If such documents are available, we would appreciate it if you could provide a link to them or respond to our email with the appropriate documents. *

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8. We kindly request you to elaborate on the key factors and underlying rationale that influenced your organization's decision to implement AI in its operations. *

9. Please specify organizational processes in which AI is currently deployed or planned for future implementation, including both internal organizational and analytical/data-driven processes (data collection, processing and analysis), and external quality assurance processes, such as program accreditation and institutional authorization. *

10. In what ways AI is integrated into administrative processes (for example, preparing board meeting minutes, using a Chatbot, etc.), and what are its implications for managerial, core, and supporting operational processes? *

11. what are the key barriers/challenges associated with the adoption and utilization of AI within your organization, particularly in relation to technological, financial, legal, and other relevant factors? Furthermore, could you elaborate on the strategies and measures your organization has developed to overcome these challenges and mitigate the associated risks? *

12. How AI is integrated in the roles, responsibilities, and workflows of employees within your organization? To what extent has the adoption of AI been embraced by the employees, and what is their assessment of its effectiveness (if any)? *

13. To what extent has the integration of AI been substantiated in terms of its operational efficacy? In which specific areas or operational processes is its benefit most prominently manifested? *

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