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Current status and solutions for digital transformation in Vietnam' education industry

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Abstract

The strong outbreak of COVID-19 pandemic has accelerated the digital transformation process in education. However, the concept and definition of educational digital transformation is not limited to online teaching and learning during the period of social distancing. It continues to develop even after the pandemic ends. In education, it is one of the important discussion topics of the national digital transformation program. It is also a subject of discussion and debate here in this research paper.

Keywords: Digital transformation, education, current situation, solutions, Vietnam

1. Introduction: What is digital transformation in education?

Digital transformation in education is the application of digital technology and internet information systems to the field of education to improve the quality of teaching, learning and educational management. Including improving teaching methods, improving equipment and learning aids, enhancing the experience of pupils, students and training participants. Digital transformation helps create a learning environment where everything is interconnected. The new combination of technology and security aims to narrow geographical distances to create learning experiences, while enhancing people's interaction. However, digital transformation in education also poses a number of challenges, including ensuring equitable access to technology, training and support for teachers and students, and ensuring safety and security. information security in the digital environment. Here are a few examples of digital transformation in education:

- **Online learning (E-learning):** Schools and educational institutions provide online courses through digital platforms and tools, allowing students to study anytime, anywhere. For example: Coursera, edX, Udemy.
 - **Electronic textbooks:** Initiative to replace traditional textbooks with electronic textbooks, helping to save paper and easily update content. Applications such as Kindle, iBooks, Google Play Books support reading e-books on mobile devices.
 - **Learning management software (LMS):** Learning management systems such as Moodle, Blackboard, Canvas support teachers in managing courses, evaluating and tracking student progress easily and effectively.
 - **Online collaboration tools:** Use applications such as Google Classroom, Microsoft Teams, Zoom for teachers and students to interact and learn together flexibly and effectively.
 - **Learning support applications:** Learning support applications such as Quizlet, Duolingo help students practice skills and knowledge through interesting online exercises and activities.
 - **Artificial intelligence and machine learning in education:** Use artificial intelligence and machine learning to analyze learning data, provide personalized suggestions, improve teaching quality, and support student learning student.
 - **Virtual reality and augmented reality:** Applying virtual reality (VR) and augmented reality (AR) technology to education, helping students experience a lively, interactive and close learning environment more than reality.
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The above examples demonstrate how digital transformation has created many opportunities and potential for education, helping to improve the quality of learning and meet the diverse needs of students in the digital age.

2. The importance of digital transformation in education

The importance and benefits of digital transformation in education are to help provide quality education and equal opportunities to everyone around the world. In particular, the impact of the COVID-19 pandemic has caused most schools to close, proving the importance and urgency of digital transformation in education.

- **Diverse information:** Now, all information seems to be found on the Internet, on a variety of topics and highly reliable. Students need to select and search information intelligently to access the most useful and accurate information.
- **Flexibility in learning:** Online classes on Zoom, Teams, Google Meets help students participate in learning anytime, anywhere, exchange knowledge, discuss or interact with each other easily.
- **Open thinking:** Through applications such as Skype or other popular social networking sites, students can easily communicate in real time globally. This helps them expand their horizons and quickly update useful information and knowledge.
- **Dissemination of digital knowledge:** Today's students graduate and will become the country's main workforce. Therefore, technology and digital are at the core of their working activities. It can be seen that digital transformation in education greatly contributes to cultivating digital knowledge for students.
- **Personalized learning:** Modern online learning technologies and software allow students to easily customize lectures to the appropriate pace, interests and level of cognitive ability of each person. In addition, customized learning platforms also allow students to combine learning materials from many different sources, resulting in a more relevant experience.
- **More interactive:** Teachers can provide students with more interesting methods to learn, while easily absorbing new information using modern tools such as tablets, projectors, chatbots, AR / VR, AI-powered software.

Digital transformation in education helps create easy access to information and knowledge, narrow geographical gaps, provide flexibility in time and learning space, and create many learning opportunities and self-development. The concept of "digitalization" in the field of educational digital transformation involves the transformation of educational activities and related processes from traditional forms to forms based on digital technology. Digital education technology allows people to learn at their own pace, experience a variety of learning resources, interact and collaborate online, and evaluate learning progress in detail.

3. Current status of digital transformation in education

The explosion of technology has helped the digital transformation process in Vietnamese education accept many new teaching methods, bringing positive signals. Smart devices such as projectors, electronic boards, etc. to support learning are installed in classrooms. Many schools apply online teaching methods, creating conditions for students to

study flexibly and safely, such as organizing E-learning courses, documents, online Ebooks. According to statistics, there are 63 education and training establishments and 710 education and training departments that have developed a common database. In addition, 82% of high schools use school management software. The application of digital transformation in education has contributed to promoting "lifelong learning" activities with online materials. Among them are the sharing of 5,000 electronic lectures along with 7,000 theses and more than 31,000 multiple-choice questions from professional teachers. Vietnam is in the most comprehensive and profound phase of educational digital transformation, as evidenced by a series of policies and documents on digital transformation in education that have been issued. A number of other policies have also been implemented, including the implementation of new general education programs:

- Computer science becomes a mandatory subject for students from grade 3 of elementary school. This is intended to help students quickly access new knowledge and skills at home and abroad.
- Teaching will be integrated with Steam technology, helping students solve difficult math problems and explore many scientific phenomena in life in the most intuitive way.
- Applying digital transformation in higher education, schools/research institutes increase opportunities to cooperate with businesses, while implementing teaching activities associated with the needs of human resources from businesses. Thereby, schools/institutes can capture information, update curriculum, and forecast new occupations according to the trend of shifting economic structure and production structure to suit the development of the economy. market, society.

4. Opportunities for digital transformation in education in the current period

Digital transformation in education opens up many opportunities to improve and develop education, meeting the learning needs of people in the 4.0 technology era. Here are some outstanding opportunities:

- **Strengthening technical infrastructure:** The development of information technology and the internet creates favorable conditions for the expansion of online education. Investment in technical infrastructure, including fast and stable internet, will help promote digital education.
- **Expanding access to technology:** Ensuring that students, teachers, and schools have the ability to use technology is a huge opportunity. This helps all stakeholders leverage digital tools and applications to enhance the quality of education.
- **Developing digital content:** Digital transformation in education requires digital content suitable for modern teaching and learning needs. Creating and sharing diverse and quality digital educational content is an important opportunity to improve teaching and learning effectiveness.
- **The development of online learning systems:** Online learning platforms and open online courses (MOOCs) provide opportunities for everyone to access education flexibly and in accordance with individual needs, regardless of their needs. discrimination by gender,

geography or economic status.

- **Support and investment from governments and organizations:** Governments and organizations play an important role in promoting education digital transformation. Financial support, investment in educational technology research and development projects, as well as the development of appropriate policies help create a favorable environment for digital transformation in education.
- **Integrating technology into the teaching process:** Technology helps enhance teaching methods, creating a more interactive and engaging learning environment. Tools such as smart whiteboards, educational software, and mobile apps can help enhance interactions between teachers and students, while promoting creativity and thinking skills.
- **Developing digital skills for teachers and students:** To be successful in digital transformation of education, it is necessary to ensure that both teachers and students have the necessary skills to use technology. Education, training on digital transformation in education and ongoing support help teachers and students become familiar with and develop their digital skills.
- **Application of artificial intelligence (AI) in education:** Artificial intelligence is opening up many new opportunities in the field of education, including personalized learning systems, learning data analysis and educational support. member in teaching. Leveraging AI in education helps improve learning efficiency and meet the diverse needs of students.
- **Collaboration between stakeholders:** Collaboration between schools, businesses, NGOs and governments is critical to achieving successful digital transformation in education. Collaborative relationships between stakeholders help to utilize resources, share experiences and provide solutions suitable for each subject.
- **Promoting research and innovation in education:** Research and innovation in education is an opportunity to develop new tools and teaching methods and improve the quality of education. Encouraging and supporting essay research, as well as embracing change and innovation, will help create a more progressive educational environment.

These opportunities show that digital transformation in education is opening up many attractive prospects. To achieve success in this process, consensus and coordination of the entire society is needed, including teachers, students, families, communities and government.

5. Challenges and difficulties of digital transformation in education

The digital transformation process in education brings many enormous benefits. However, at the same time, it also faces a number of challenges such as lack of technical and internet infrastructure, difficulties in training digital capabilities for teachers, accepting change, differentiated access to technology, and differences in digital capabilities. differences in teacher knowledge and initial investment costs.

a) Don't want to change

Educational institutions may be worried about technology

replacing the traditional education system and hesitant to step out of their comfort zone. Therefore, it is necessary to convince teachers that the most advanced technology can never replace them. Instead, digital transformation will help reduce the burden on teachers in preparing materials and classroom activities, while also making lessons more interesting and informative.

b) The process of accessing online knowledge in remote areas is still difficult

In mountainous, remote and remote areas, Internet infrastructure and information technology equipment are not complete and guaranteed. This has a profound impact on educational management in teaching and learning. This is an issue that needs to be prioritized to successfully implement the digital transformation process in education across the country. At the same time, it meets the needs of online teaching when direct learning conditions do not allow, due to terrain and weather.

c) Lack of relevant skills

One of the factors affecting digital transformation in education is lack of technological knowledge and skills. Few educators have a comprehensive understanding of how to use digital tools and solutions in teaching and learning activities. Therefore, they need to be continuously trained and updated with knowledge. Some basic technology skills can help teachers set up online learning platforms, distribute digital assignments, and motivate their students.

d) Poorly defined long-term strategy

Digital transformation in education is a long and continuous process, so planning and building strategies is considered a challenge for educational activists. They must be able to answer questions such as: What do we aim to achieve in education with digital tools? Can new digital technologies be successfully integrated into existing legacy systems? Are teachers and students fully prepared and ready for change? Does everyone have equal access to new learning models? Does the school have enough budget to change, customize, and replace infrastructure?

e) There is no close and comprehensive control of digital learning materials

An accurate digital document warehouse can meet the learning and research needs of students. However, human resources and budget in Vietnam are still limited and cannot meet this requirement. Reality shows that digital learning materials are overflowing, lacking authenticity and not strictly controlled in content. This causes inconsistency in knowledge, causing many consequences such as wasting time and budget.

f) Legal regulations on education are still incomplete

Incomplete legal regulations on education are an issue affecting intellectual property rights and information security. Digital transformation in education is an opportunity to perfect regulations on duration, testing methods, and recognition of results of online learning. However, in reality, these issues have not been implemented comprehensively, consistently and closely, causing many inadequacies in the digital transformation process.

6. Digital transformation solutions in the education industry

With the difficulties and challenges when implementing digital transformation in education, Vietnam needs to have long-term solutions and strategies with a specific, clear plan and share initiatives and experiences on digital transformation in education:

a) Raise people's awareness about the importance of educational digital transformation

Digital transformation is a powerful step forward, requiring a change in each person's thinking and awareness. Therefore, it is necessary to take measures to raise awareness and popularize the importance of teachers, lecturers, and school officials. From there, we will work together to build digital culture in education. Provide guidance and improve professional skills in digital technology applications for all teaching staff, such as information technology skills and information security in the digital environment. Teachers play an important role in implementing digital transformation in education by applying digital technology in teaching methods, helping to open up many opportunities to enhance the quality of education and help students develop comprehensively in an increasingly digital world.

b) Improvement of database

The focus is on implementing system management, data sharing for synchronization in education, and converting all documents from paper to electronic documents. Complete network infrastructure and equipment to serve the teaching and learning process, creating equal learning opportunities for everyone, in all regions with different socio-economic conditions. Activities such as promoting the deployment of digital learning materials, forming an open learning materials repository for the entire industry, and cooperating and linking with organizations around the world, narrowing the gap between regions, encouraging and support the implementation of new education and training models based on digital platforms.

c) Build network infrastructure and advanced technology equipment

Network infrastructure and equipment must be improved and innovated when digitally transforming education, especially in places with poor connectivity. Enhance the combination with modern technologies in the world such as AI, Big data, IoT, Blockchain with digital databases to build information collection systems, make forecasts and set up applications and services suitable for each type of learner.

d) Completing the legal system and applying management software

Perfecting the legal system and policies will ensure the rights of learners. Accordingly, it is necessary to unify regulations related to: Exploit and share data and information; Teaching form; Manage online courses; Necessary and sufficient conditions to open a school.

The digital transformation process in education requires the application of management software, which is also a form applied by many schools and establishments. In addition, software that integrates outstanding features also helps schools enhance their operations, manage records, and teach with flexible and quick operations. The development of online courses also greatly contributes to serving teachers in

remote areas, places with difficult circumstances, rugged terrain, bad weather, and poor infrastructure.

Conclusion

Digital transformation in education has reshaped learning by making information more accessible and fostering global communication. Technologies like Skype and social media facilitate real-time, international exchanges, broadening students' knowledge and perspectives. The shift to digital education nurtures essential skills for future workforces, supports personalized learning, and enhances interactivity through modern tools. Despite its benefits, challenges such as inadequate infrastructure, resistance to change, and insufficient digital skills must be addressed. With strategic investments in technology, infrastructure, and legal frameworks, alongside increased awareness and collaboration, the full potential of digital transformation in education can be realized, offering unprecedented learning opportunities and efficiency.

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