



Center for Learning Innovations &
Customized Knowledge Solutions

Use of Generative AI for Research

20th April 2024, 9 AM to 5 PM

Inda Mikati

Senior Lecturer & CLIC

OUR CONSULTANCY PORTFOLIO

YOUR PARTNER FOR
INNOVATION & EXCELLENCE

SINCE 2012

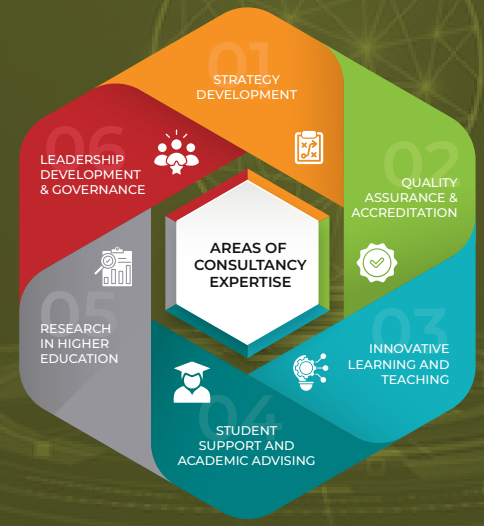


CLICKS CONSULTANCY

Since inception, the Center for Learning Innovations and Customized Knowledge Solutions (CLICKS) has been working in close collaboration with Higher Education Institutions both regionally and internationally. Our primary focus has been on enhancing institutional capabilities and instilling a culture of excellence within the sector. Through a wide portfolio of 'fit for purpose' consultancy services, meticulously tailored to the unique needs and context of Universities and Colleges, we empower institutions to realize their objectives and optimize their performance.

Our expertise spread across our six core areas that include: leadership development and governance, teaching and learning including aspects of technology integration in Higher Education, strategy development, quality assurance and accreditation, research and student support and academic advising.

Having collaborated with over 220 higher education institutions across various regions and having trained almost 22,000 professionals, we bring forth a wealth of experience. Our dedicated in-house team, coupled with an extensive network of experienced international associates, and global partnerships, underpin our ability to deliver exceptional services.



OUR CAPABILITIES

DEEP EXPERTISE IN THE SECTOR

Having deep industry knowledge & being informed about latest developments and research in the field, new technology trends, education reforms and policies, emerging business models, and the HE ecosystem as a whole is a fundamental requirement to support the Higher Education sector in an ever-changing and dynamic global world. This is why CLICKS's experts, despite bringing decades of experience, continuously strive to remain at the forefront of any new development happening in the sector.

STRATEGIC COLLABORATION FOR SUCCESS

CLICKS adopts a client-centric, hands-on, collaborative, and interactive approach which is focused on gaining a deep understanding of its clients and an emphasis on developing solutions alongside the institution to ensure 'fitness for purpose', value, and long-term success. We are keen on offering customized solutions that are not just theoretical, but workable and appropriate to the context and particularities of each institution.

EVIDENCE-BASED APPROACH

The methodology adopted by CLICKS to work with its clients relies on a comprehensive assessment approach of the current situation of the institution rather than on assumptions. Our recommendations are accordingly based on rigorous analysis and assessment, in-depth research,

and benchmarking. This helps the Center identify current practices within the institution, determine those that are good to build upon, and identify any gaps, problems, or areas for improvement. We are keen to maintain an active dialogue to discuss potential solutions openly with all client institutions.

EMPOWERING GROWTH FROM WITHIN TO CREATE TANGIBLE & SUSTAINABLE IMPACT

Building institutional internal capabilities is what bridges the gap between "great on paper" and being "great in reality"; this is why CLICKS has rooted within its core values, the importance of building capability and transferring 'know-how' through its engagement with Higher Education Institutions.

DEDICATED TO QUALITY

CLICKS is fully committed to deliver high-quality services and products. All experts involved in the delivery of our services are required to work within the Center's quality framework, and are trained and mentored through an orientation program to keep them well informed about both our policies and the Higher Education landscape within regions and countries where the Center operates. Most of our work primarily comes from client referrals and ongoing partnerships with our clients, which is something we are proud of and that we see as an outcome of quality services.

BRINGING GLOBAL VISION WITH LOCAL INSIGHTS

Our global and regional experience and network enable us to bring best practices from across the globe while considering the local nature and context of particular institutions. Beyond CLICKS's own internal capabilities, the Center works in partnership with several international organizations and institutions, as well as with an impressive pool of international experts and advisors that bring along accumulated, extensive, and profound knowledge and experience from different parts of the world.

OUR CONSULTANCY PORTFOLIO

LEADERSHIP DEVELOPMENT & GOVERNANCE

- Development of Governance frameworks.
- Assessment and review of governance frameworks/ structures.
- Governance audits.
- Development of competency frameworks.
- Organizational redesign- including development/ revision of job descriptions and delegation of authorities' metrics.
- Board assessment and improvement.
- Development and delivery of tailored 'in-house' sessions to support Governing Boards on topical governance developments in HE.
- Capacity building programs for leadership development and governance.

STUDENT SUPPORT AND ACADEMIC ADVISING

- Advise on aspects of planning, implementing and assessing student affairs.
- Guidance on developing a holistic student experience.
- On-demand mentorship services for those leading student affairs and academic advising.
- Institutionalizing academic advising.
- Advise on aspects of students' mental health and wellbeing as well as on student civic engagement.
- Upskilling and re-skilling staff and administrators working in student services as well as academic advising.

STRATEGY DEVELOPMENT

- Strategy formulation.
- Full strategic planning (SP).
- Strategic plans 'tune up.'
- Development of tools, processes, and mechanisms for implementing strategic plans, monitoring progress, evaluating, and reviewing strategic plans.
- Support with SP cascading & implementation.
- Benchmarks and external studies.
- Risk management.
- Performance management.
- Institutional effectiveness and business process improvement.
- Development of Internationalization & Community Engagement Strategies.
- Establishment of Digital Transformation strategies & plans.
- Guidance on the development of Employability Ecosystems.
- 'In-house' tailored capacity building programs on various aspects of strategy formulation & implementation.

QUALITY ASSURANCE AND ACCREDITATION

- Development / revision of internal quality assurance systems.
- External audits / diagnostic assessments.
- Support with curriculum, design and assessment.
- Development of policy frameworks and systems.
- Policies' development & revision.
- Support with accreditation (national and international).
- Adapting QA to non-traditional education (i.e. online learning, microcredentials)
- 'In-house' tailored capacity building programs in the areas of quality, quality assurance & quality enhancement.

RESEARCH IN HIGHER EDUCATION

- Formulation of research strategies.
- Development of research related policies and procedures.
- Support with effectively & ethically integrating AI in research.
- 'In-house' capacity building in areas related to publishing, grant writing, graduate research supervision, etc.

INNOVATION IN LEARNING AND TEACHING

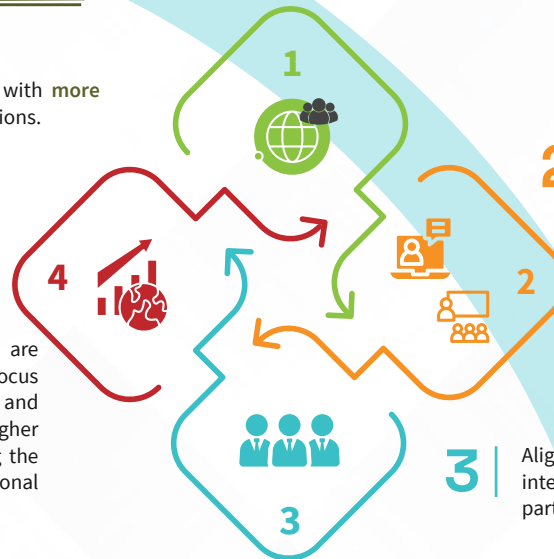
- Development of Learning and Teaching strategies, frameworks, and policies.
- Development of faculty competency frameworks.
- Support with integrating sustainability, & entrepreneurship in Teaching & Learning.
- Advise on aspects of designing micro-credentials, stackable degrees & other forms of non-traditional education.
- Assistance with meaningfully integrating AI in Teaching and Learning.
- Setting up centers of excellence in Teaching and Learning.
- Development of awards and recognition schemes to promote excellence in teaching.
- Support with the implementation of various forms of technology-enabled education such as e-learning, blended learning, or flipped learning.
- 'In-house' capacity building programs on innovative pedagogies, curriculum design, student assessment & technology integration.

WHY CHOOSE CLICKS?

1 | 12+ years of experience working with more than 220 Higher Education Institutions.

2 | Flexibility in offering our consultancy services both face to face and online.

4 | All our programs and services are industry-specific, and designed to focus on latest global trends and developments pertinent to the Higher Education sector while considering the local context and specific institutional needs.



3 | Aligned with highly qualified experts, international associates, and international partners that bring long-standing experience.

HOW TO REQUEST OUR CONSULTANCY SERVICES?

STEP 01

Request a proposal for consultancy work by filling our online form at <http://www.cli-cks.com/request-a-proposal-for-Consultancy-services> or by emailing at us at inquiries@cli-cks.com.

STEP 02

Our team will analyze your request, assess needs, and identify the best approach through which we may support your institution. As needed our team may contact you for more information or to schedule a virtual meeting.

STEP 03

The Centre will send a formal proposal covering the technical, logistical and financial aspects for your consideration.

STEP 06

Evaluation of the project at closure and impact assessment will take place (as applicable).

STEP 05

A project team will be formed and the project will be executed in a proactive and collaborative manner.

STEP 04

If the proposal is accepted, an agreement will be established between the Center and the institution, along with a project plan that will be mutually agreed upon.



Center for Learning Innovations &
Customized Knowledge Solutions

+971 43487445

+971 58 807 7539

www.cli-cks.com

inquiries@cli-cks.com