



n.a.k.v.i.s

Nacionalna agencija Republike Slovenije
za kakovost v visokem šolstvu

s.q.a.a

Slovenian Quality Assurance Agency
for Higher Education

USE OF ARTIFICIAL INTELLIGENCE IN THE QUALITY ASSURANCE AGENCY

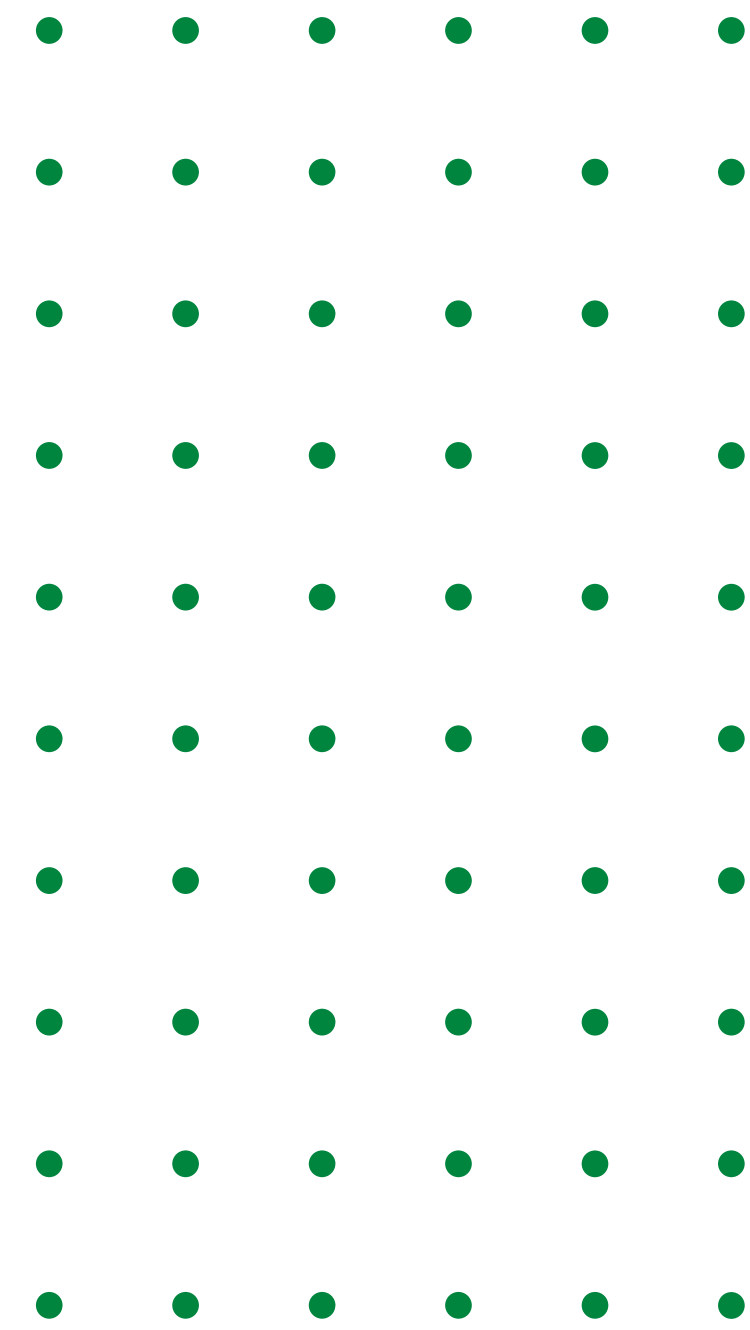
September 2025

dr. Franci Demšar
director of NAKVIS





1. Slovenian Higher Education Area
2. Accreditations and Evaluations
3. Analytics
4. Informatics
5. General Affairs
6. Final Remarks





1. Slovenian Higher Education Area

Slovenia: 2 million population - one quality assurance agency for HE

COMMENTS

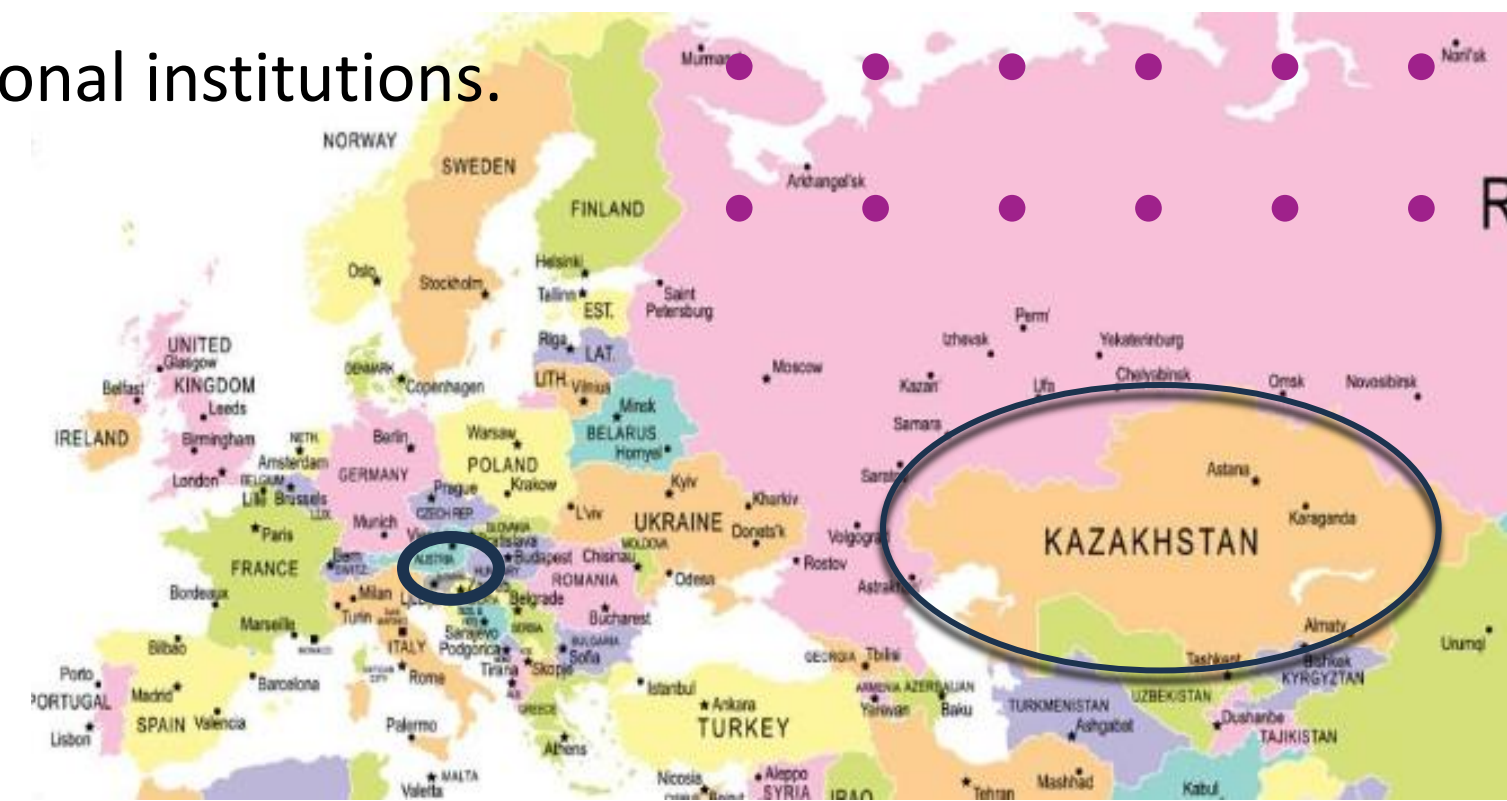
- English is vastly overrepresented in the training datasets - the majority of high-quality, diverse, and well-structured content online is in English.
- Linguistic AI models (e.g., ChatGPT) perform better in English than in Slovenian.
- Slovenian is a morphologically rich and syntactically complex language.

Higher Education Institutions (HEI)

- 7 universities (3 public, 4 private) and 38 small higher educational institutions.
- Approx. 900 study programmes and approx. 58.000 students.

What we do

- Re-accreditation of HEIs
- Accreditation of new programmes
- Evaluation of a sample of programmes
- Thematic analysis, informatics and general affairs





2. Accreditations and evaluations

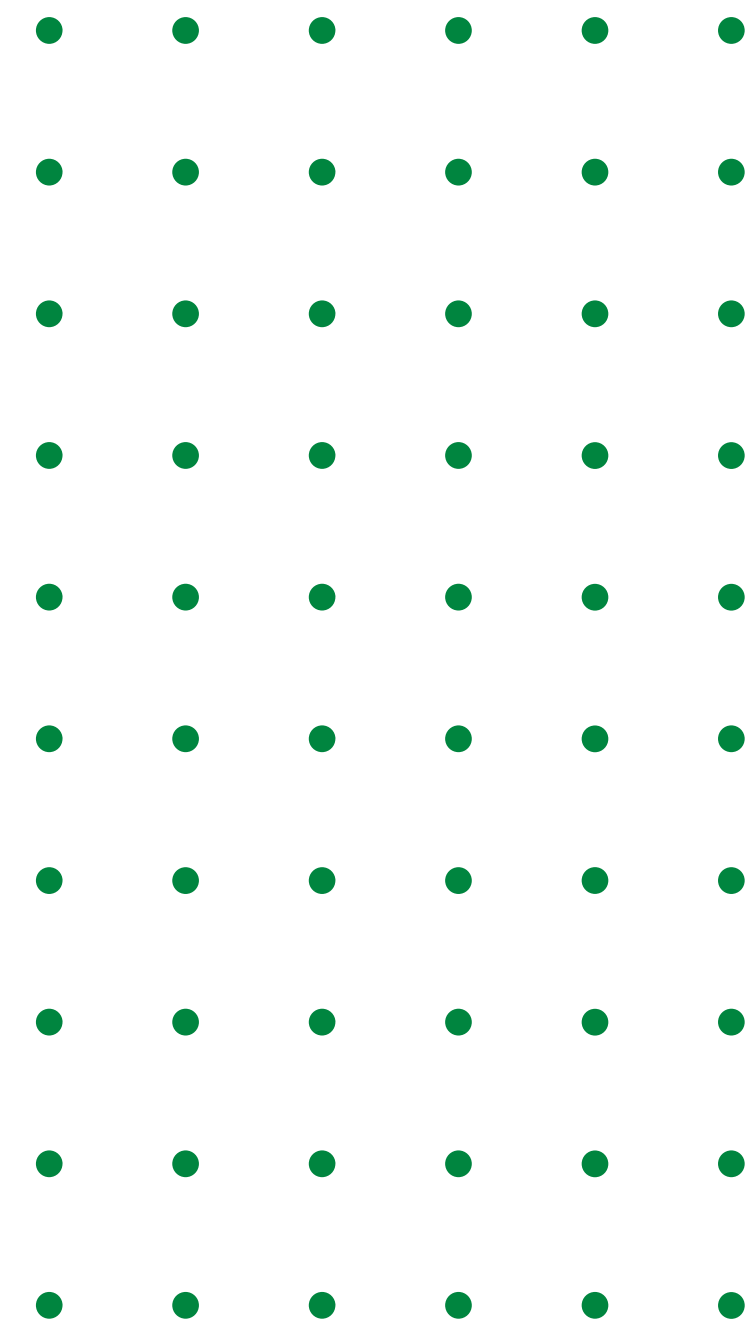
HE Institutions, study programmes - before evaluation

Experts (CHAT GPT) read the application (privacy concerns), guide to evaluation. self evaluation report,

ChatGPT writes main problems with compliance for each standard (in short – not a full report).

COMMENTS

- Good at finding technical flaws in applications (invalid documents, repetitions, etc.)
- Good if CHAT GPT is instructed to look at each standard separately Standard po standard (maybe custom made app. is the solution)
- Problems with scanned documents
- Problems with “soft” standards, e.g., research and competences
- Answers can be too long (risk of copy-paste)
- Not always clear whether it is non-compliance or not





2. Accreditations and evaluations

HE Institutions, study programmes - during evaluation

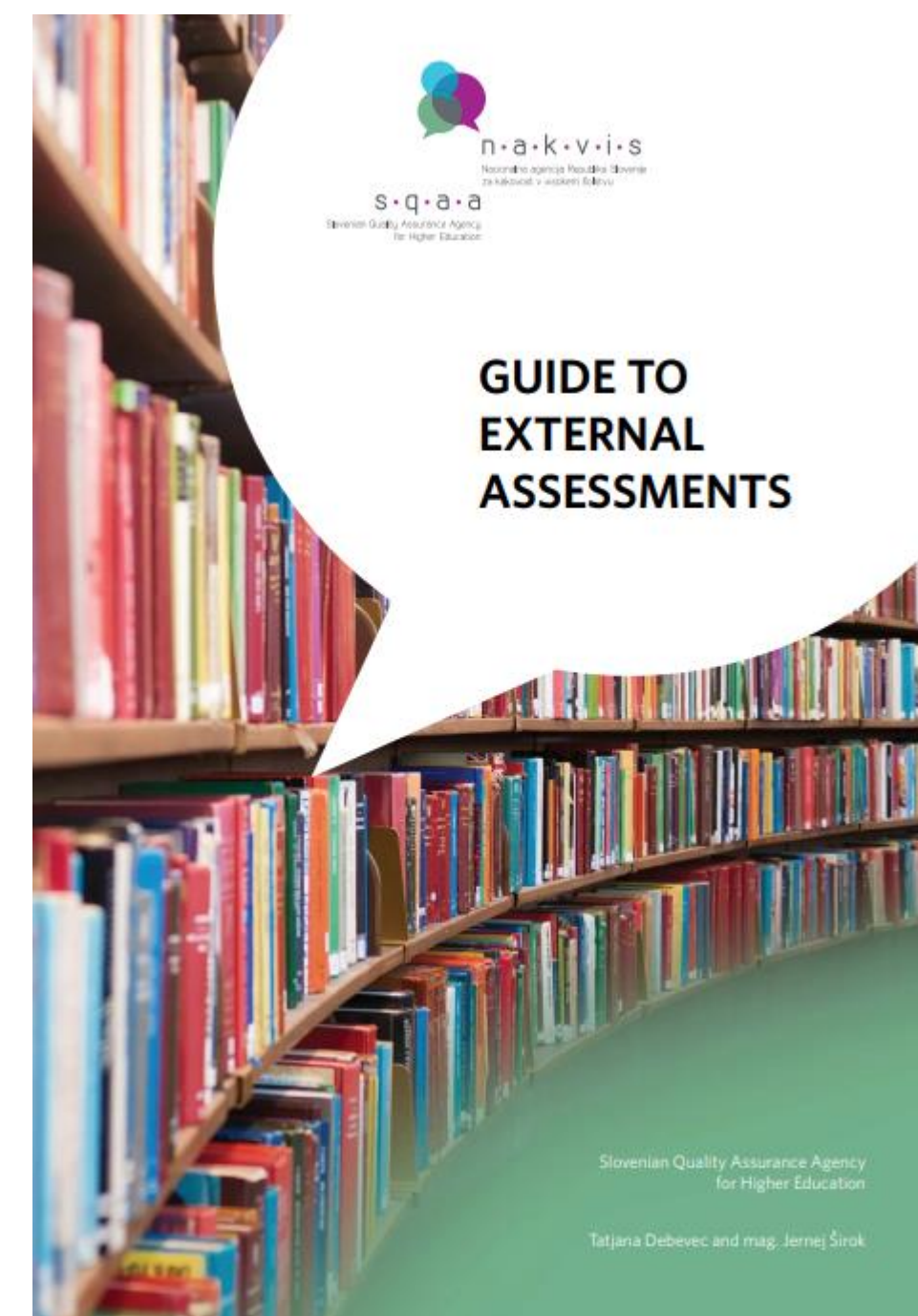
Experts write a report.

ChatGPT looks at Guide to external assessments and the draft report and writes if something is missing.

COMMENTS

- The prompt should include the exact text of a single standard subsection along with the corresponding text from the *Guide*.
- (maybe custom made app. is the solution)

- Tthe model is able to compare requirements with the report's content, highlights missing elements, and is in most cases able to distinguish between descriptive reporting and genuine evaluation.



2. Accreditations and evaluations

Language checking and unification of the final report – custom-made app

Current functionalities

- Verification of professional terminology
- Correct notation of standards and numbers
- Proper use of quotation marks
- Standardized use of abbreviations
- Detection of typos and double spaces

COMMENT

- The application is currently undergoing testing





2. Accreditations and evaluations

HE Institutions, study programmes - yearly public event

Certificate presented to HEI without observed irregularities.

ChatGPT makes a text promoting observed advantages from the final report.

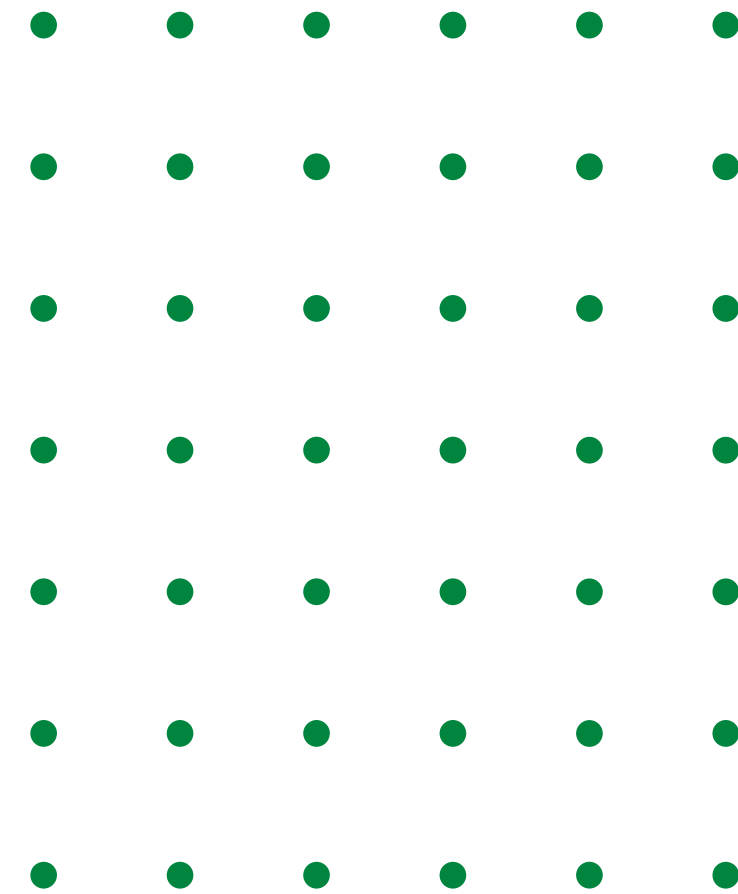
A short film is made from this text.

Advantages: the entire report is rewritten in narrative form for the film in an appropriate style and in a very short time.

Shortcomings: inaccuracies occur, the text still needs to be reviewed and corrected.

COMMENT

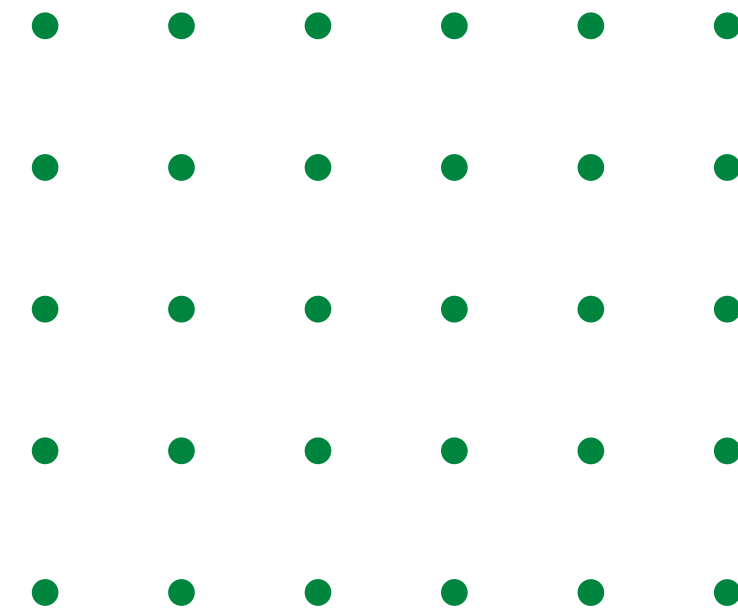
In the future the film will be made by AI tools only.





2. Accreditations and evaluations

HE Institutions, study programmes – follow-up



2.3 IMPLEMENTING PROCESSES

STANDARD:

External quality assurance processes should be reliable, useful, pre-defined, implemented consistently and published. They include

- a self-assessment or equivalent;
- an external assessment normally including a site visit;
- a report resulting from the external assessment;
- a consistent follow-up.



2. Accreditations and evaluations

HE Institutions, study programmes – follow-up

After two years, **HEIs send us responses** to identified irregularities and recommendations.

ChatGPT assesses whether all issues have been adequately addressed.

Example: HEI XY (10 recommendations)

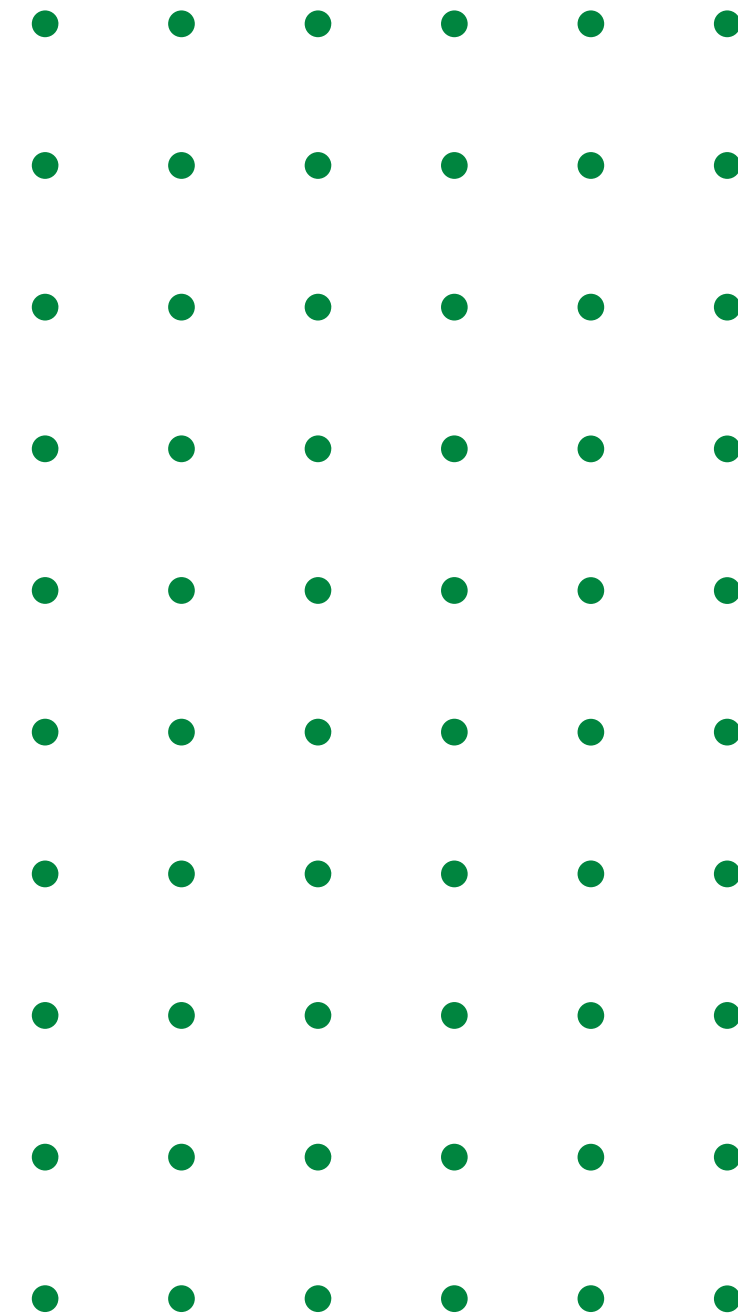
Standard 3 (7/10)

Recommendation: Regular benchmarking with foreign programs was lacking.

Response of HEI: Benchmarking will be fully established by 2025, partly already underway within the ADPCCJ.

ChatGPT: Partially adequate – implementation is still ongoing.

COMMENT Members of the council make minor corrections.





3. Analytics

Literature search and review of strategic papers - Perplexity

OECD

- Recommendations on Artificial Intelligence
- Opportunities, Guidelines and Guardrails for Effective and Equitable Use of AI in Education

EU

- Digital Education Action Plan (2021–2027)
- EU AI Act (urejanje področja "high-risk" sistemov, tudi v visokem šolstvu)
- Ethics Guidelines for Trustworthy AI (AI HLEG)
- EU White Paper on Artificial Intelligence
- European Skills Agenda
- Ethical Guidelines for Educators on Using AI

UNESCO

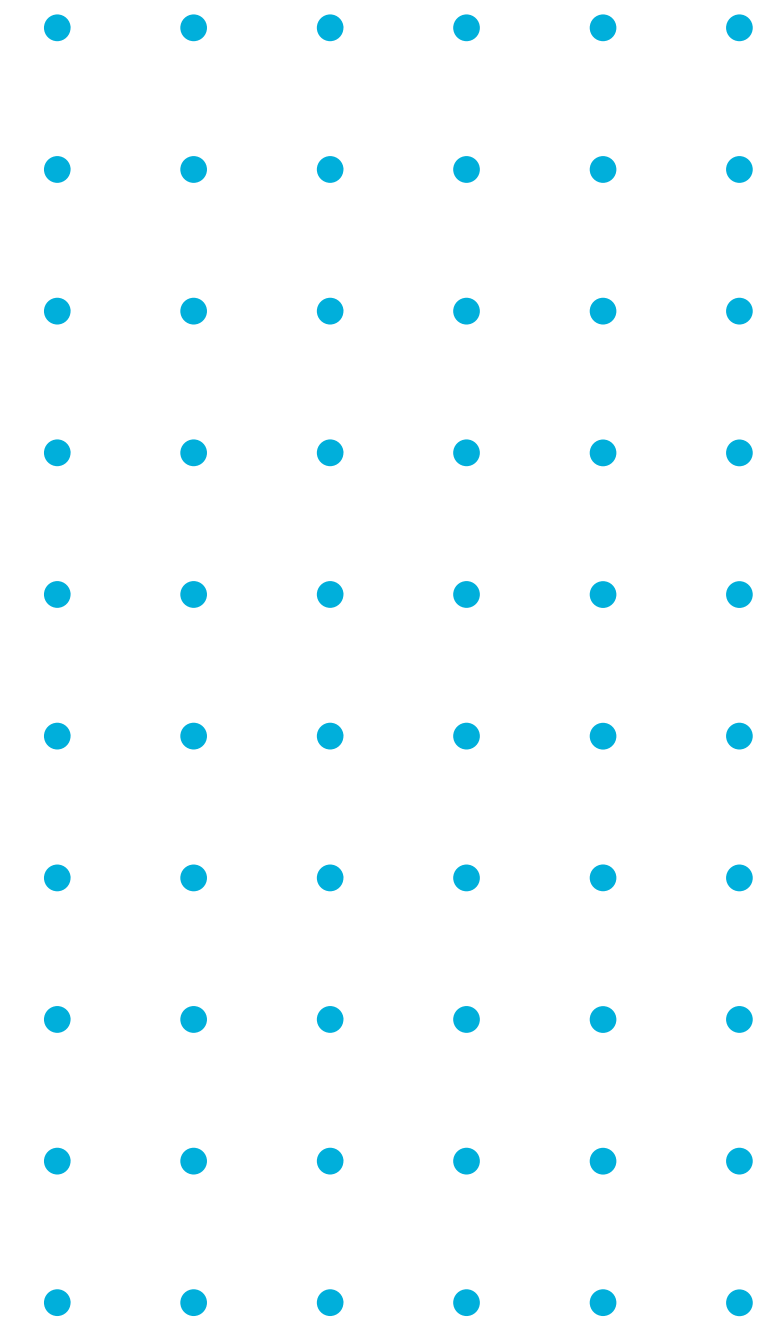
- UNESCO konceptne usmeritve: Harnessing the Era of Artificial Intelligence in Higher Education

ENQA

- Artificial Intelligence: hero or villain for QA?

EQAR

- Projekt DIGI-REQA: Digital Tools and Quality Assurance for Automatic Recognition
- Projekt SIQA: Support for enhancement-oriented implementation of quality assurance key commitments
- Projekt TPG-LRC Plus: Fostering LRC implementation in the EHEA



COMMENT

Nice tool for finding documents and for depicting main characteristics of each strategy.



3. Analytics

Thematic analysis - Systemic analysis - Reports on quality in Slovenian HEA
(Expert evaluation reports, self-evaluation reports)

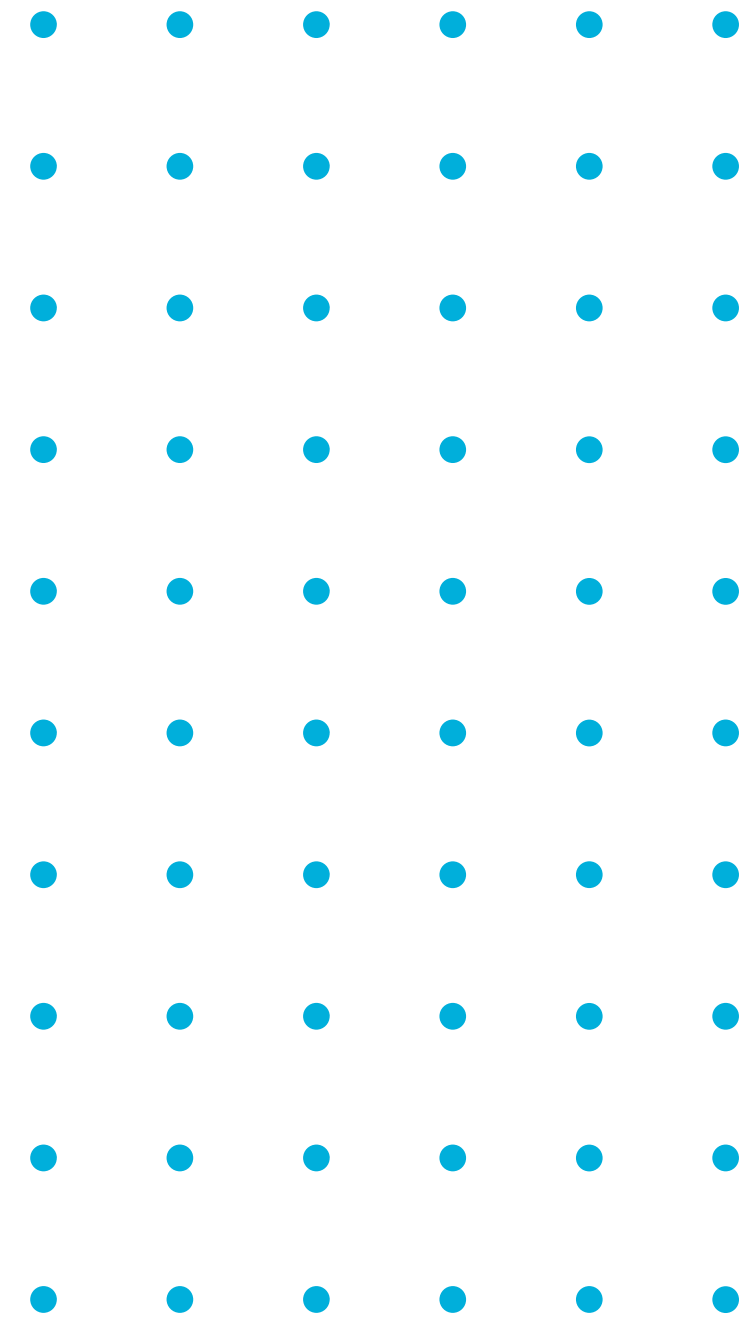
COMMENTS

Excellent in analysis of experts evaluation reports:

- Initial structure of the document
- Useful comparison of reports for each standard
- (maybe custom made app. is the solution)
- Helpful in drawing conclusions

Bad in analysis of self-evaluation reports (each document with different structure, sometimes longer documents 100+ pages). Re-evaluation of the text with ChatGPT (too many documents, not able to distinguish if it is evaluated or just presented).

Maybe structure of self-evaluation reports should be suggested to HEI, as is the case in some agencies?



4. Informatics

NAKVIS Web page chat bot – custom-made app

- **Quick access to information** – users can ask a question at any time and instantly receive an answer, without browsing through menus or documentation.
- **Round-the-clock support** – the bot is available 24/7, which means it can assist visitors even outside of business hours.

The screenshot displays the NAKVIS website with a chatbot interface. The chatbot, titled "NAKVIS Pomočnik", is active and provides information about accreditation. The website header includes the NAKVIS logo and navigation menu items like "O agenciji", "Akreditacije in evalvacije", and "Mednarodno sodelovanje". A large purple speech bubble overlay on the page asks "KAM NAJ SE VPIŠEM? KATERI PROGRAM NAJ IZBEREM? >>".

NAKVIS Pomočnik
Pomočnik za odgovore uporablja interno bazo znanja NAKVIS in spletne informacije.

Pozdravljeni! Sem vaš NAKVIS pomočnik. Vprašajte me karkoli o agenciji in visokem šolstvu v Sloveniji. Privzeto iščem po internih dokumentih in spletu. Spodaj lahko izberete iskanje samo po enem viru.

07:07

Kako lahko oddam zahtevek za akreditacijo visokošolske ustanove?

07:08

☑ Odgovor s spleta
Če želite oddati zahtevek za akreditacijo visokošolske ustanove pri NAKVIS, morate upoštevati naslednje korake in zahteve:
1. Vlagatelj in vrsta akreditacije:
Prva akreditacija visokošolskega zavoda: Vlogo vložiti

Splet & Dokumenti | Samo Splet | Samo Dokumenti

Vnesite svoje sporočilo...



4. Informatics

Use of AI in the development of our internal information system iNAKVIS

Github Copilot: An AI tool that suggests code based on developer instructions.

Advantages

- Faster execution of simpler programming tasks.
- Support for learning and exploring alternative solutions.
- Partial assistance in reducing routine errors.

Shortcomings

- Possibility of suggesting inaccurate or incomplete solutions.
- Need for constant professional verification and supervision.
- The biggest challenge remains translating business requirements into code, where AI has no context and cannot replace understanding of business processes.





5. General Affairs

NAKVIS Legal Documents

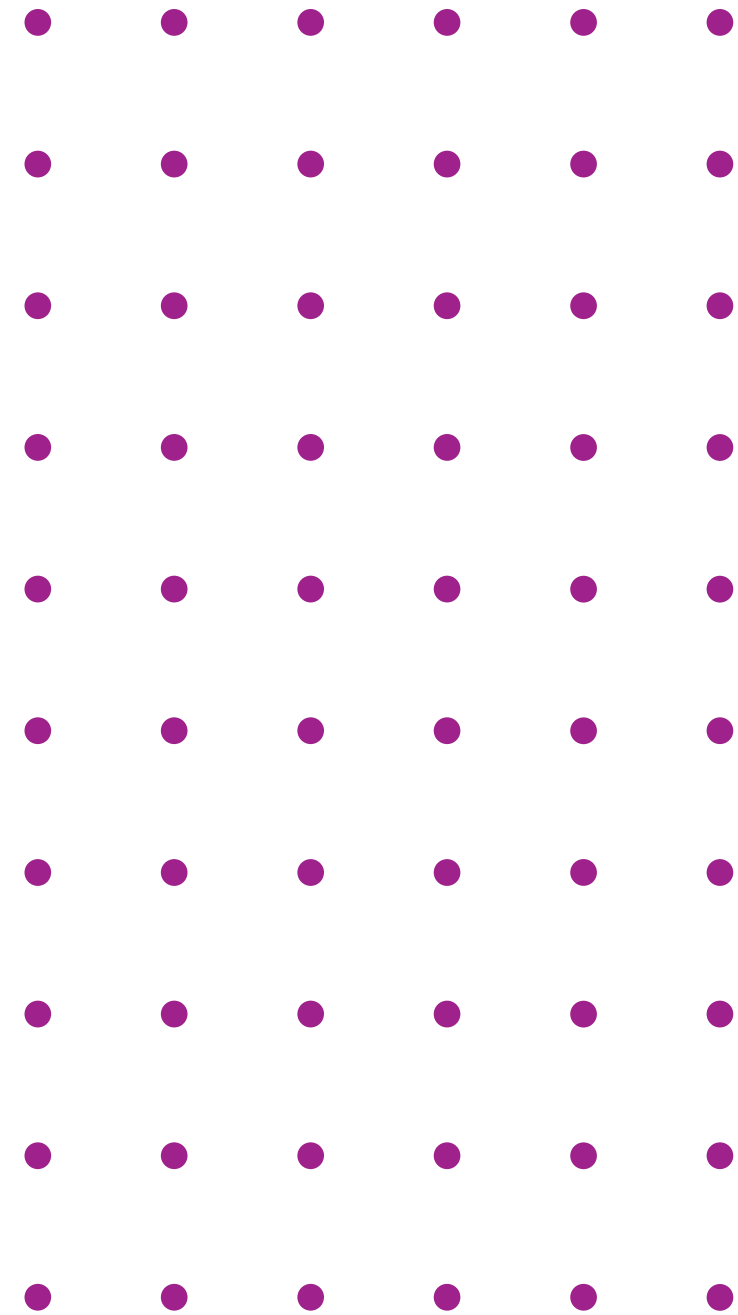
New law on HE has just been adopted.

Seven regulations have been renewed.

ChatGPT **reads** the legislation, the old regulations and the new regulation – **makes suggestions.**

COMMENT

It makes small, but usefull improvements of the text.



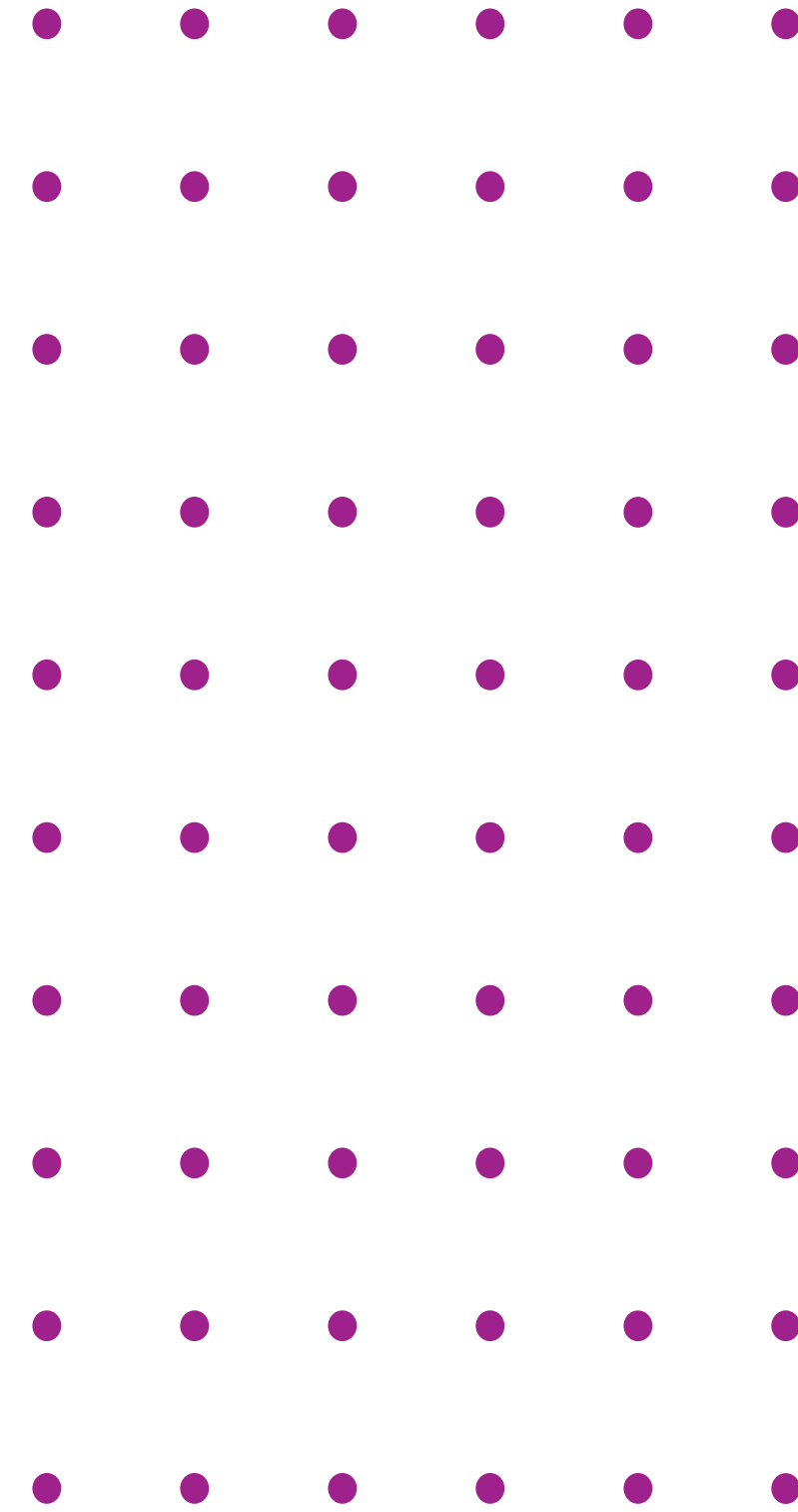
5. General Affairs

Minutes of the meeting

- Note taking is tedious and important part in any public institution. In Nakvis we do it in internal meetings, meetings with stakeholders and council meetings. In council meetings we combine notes with preprepared decision text.
- The process:
 - a. recording the meeting
 - b. generating transcript - **Turbo Scribe**
 - c. making notes: ChatGPT

COMMENTS

- **Advantages:** Time efficiency, accuracy and consistency, adaptability.
- **Shortcomings:** The text needs to be reviewed and corrected (potential over-reliance), specific terminology (overuse of the passive voice).



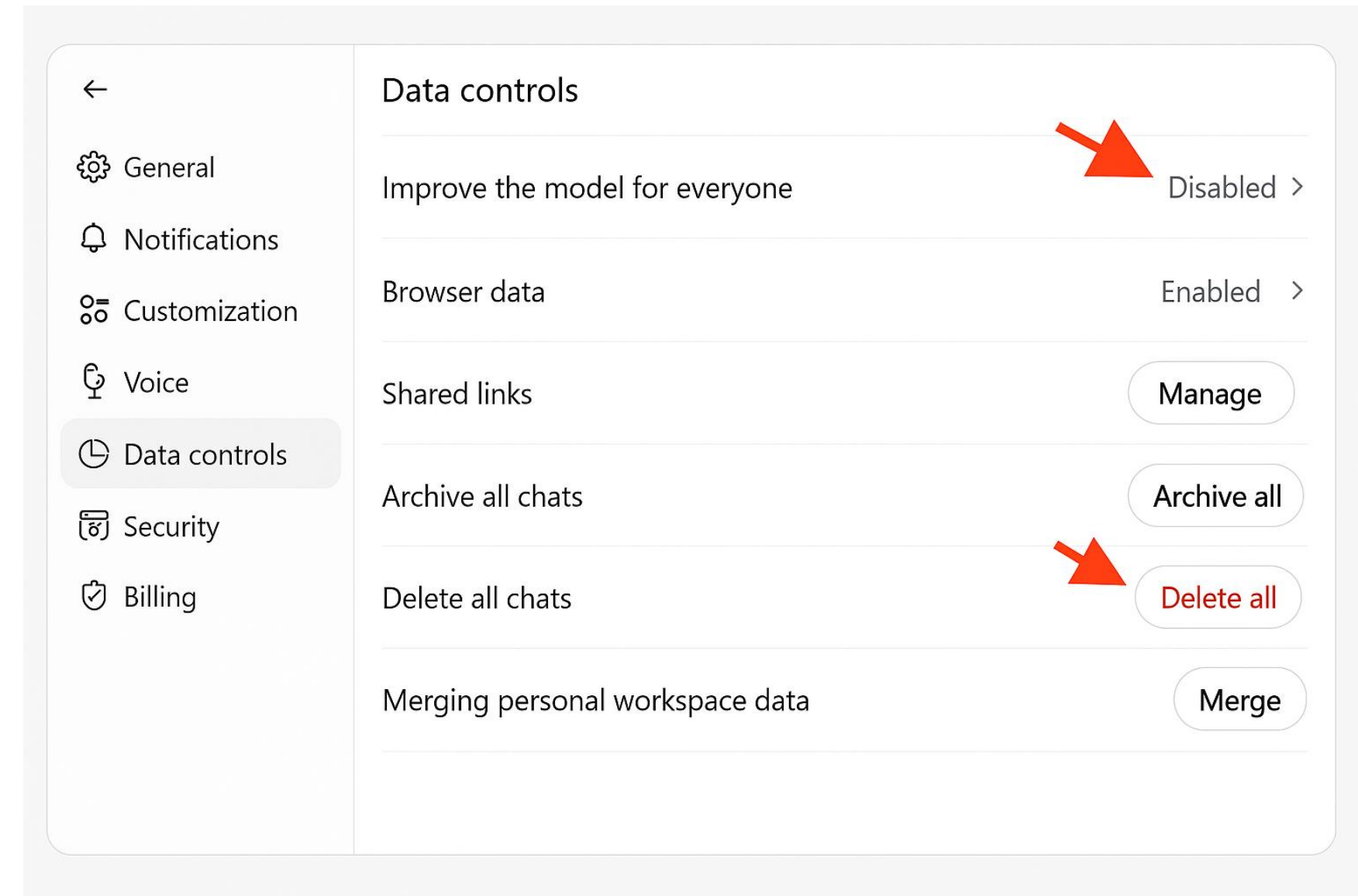


6. Final remarks

Adviser for AI:

- Regular refreshment course – twice a year.
- Privacy concerns: **Improve the model for everybody – disabled.**

**Acknowledgements to AI
(like computer program Mathematica)**





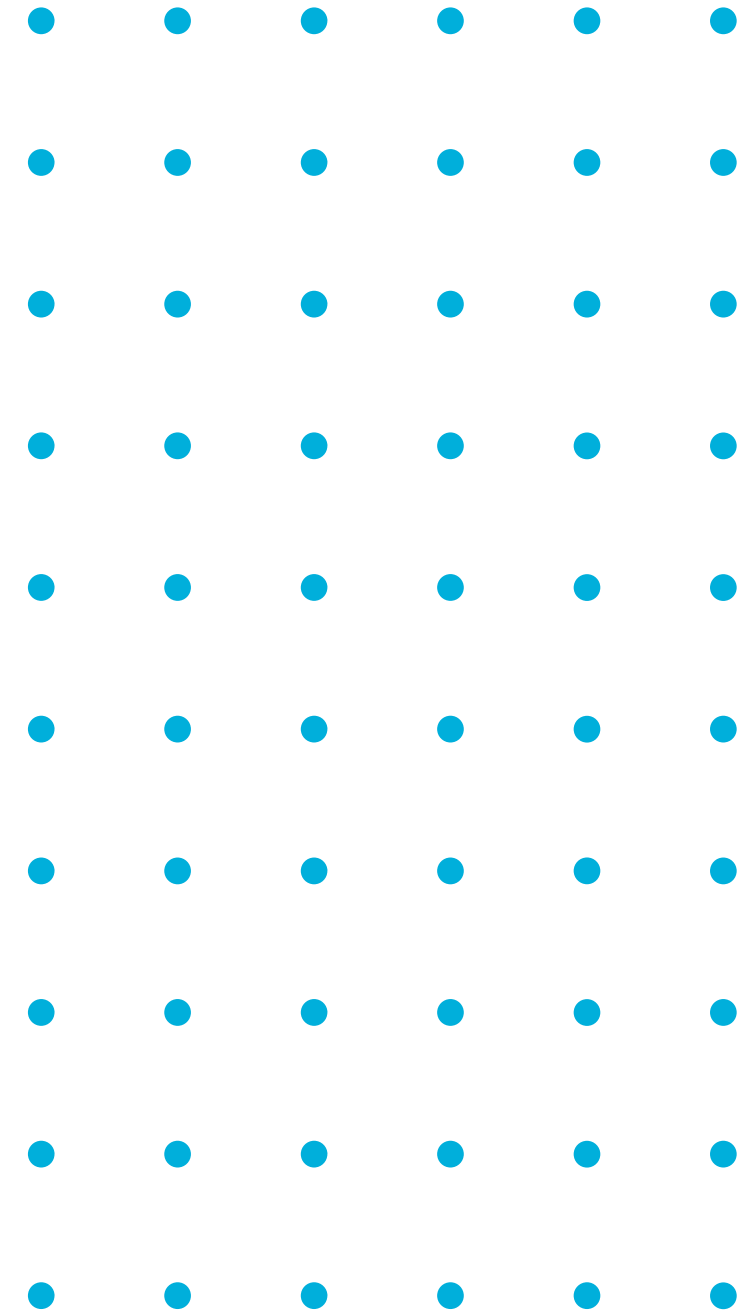
6. Final remarks

Rules on the use of AI document - draft written by AI

Principle: AI should be **used in accordance with NAKVIS values**
(professionalism, transparency, development)

COMMENTS

- Regulation is always lagging behind technological development
- Privacy
- Good input data
- Human decisions

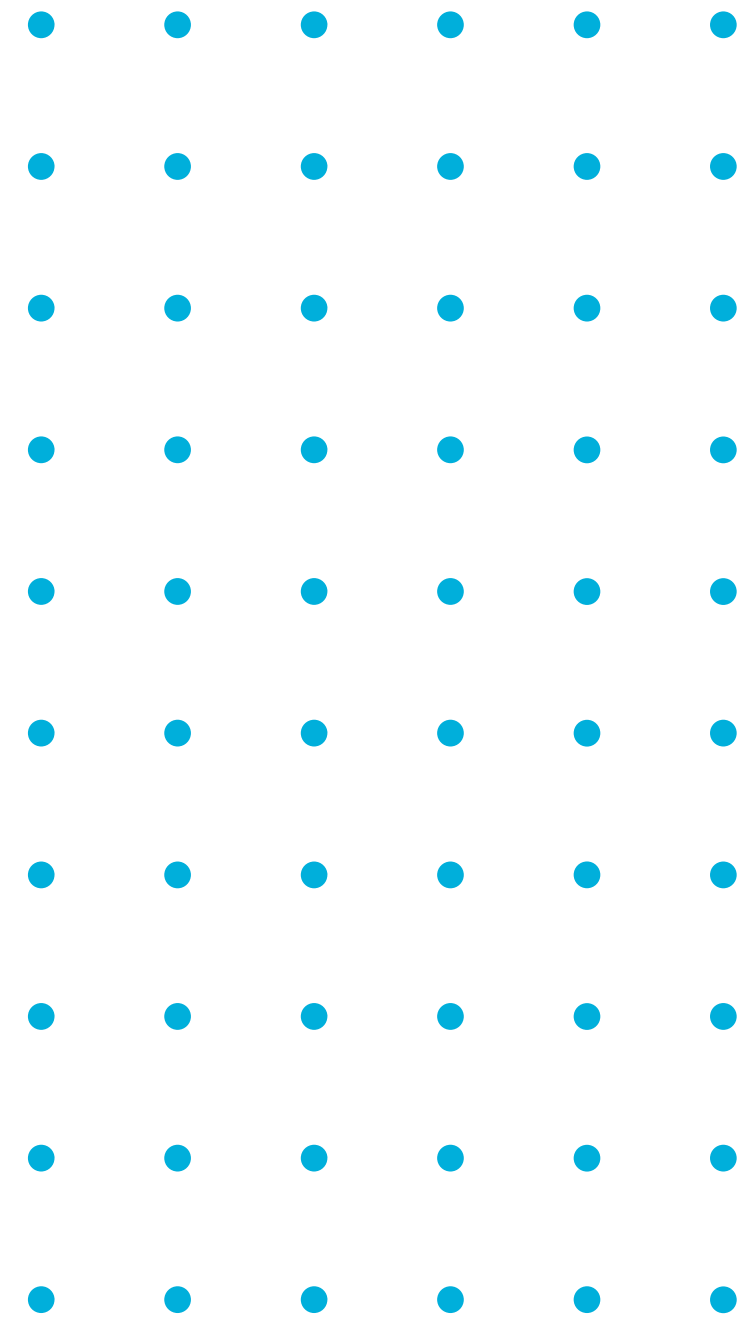




6. Final remarks

Checking everything (our responsibility) / hallucination /

- The model is not trained on enough data.
- The model is trained on noisy or dirty data.
- The model is not given enough context.
- The model is not given enough constraints.



***„AI will not replace humans,
but those who use AI
will replace those who don't.“***

– Ginni Rometty, former CEO of IBM





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dr. Franci Demšar

Director of NAKVIS

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