QUESTIONNAIRE FOR THE UNIVERSITY ADMINISTRATION OR/AND IT-TEAM

This questionnaire is part of the above mentioned project that aims to developing structures and capacities for creating and teaching e-learning modules based on the situation of your university.

The project will be developed in collaboration among the following universities:

- Europe: Polytechnic University of Valencia (Spain) and University of Nicosia (Cyprus)
- Sudan: Ahfad University for Women and Comboni College of Science and Technology
- South Sudan: Catholic University of South Sudan and St. Mary's College
- Kenya: University of Eldoret and Tangaza University College

University Name: _____

1. Internet and IT-infrastructure

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1. How do the university staff access the internet on campus? (Tick the most common alternative)
    a. Personal mobile data.
    b. Wi-Fi or network provided by the fibre optics of the university.
    c. Wi-Fi or network provided by the radio link connection of the university
    d. Wi-Fi or network provided by DSL connection of the university.
    e. No access to the internet in general.
2. How much does it cost per month (in Euro) to the University to provide internet on campus (in case it pays a monthly amount)? _____
3. In case this is available, how much bandwidth (in Mbps) does the university subscribe to from the internet service provider (ISP)? _____
4. Does your ISP provide internet redundancy (back up link) in case of internet downtime (write yes or no)? _____
5. If yes, what is the bandwidth capacity of the backup link in Mbps? _____
6. What are the bandwidths and related costs available in your area / city / country?

7. What are the monthly prices of the internet service in your location for a bandwidth of 6Mbps?

a. Through fibre optics: _____

b. Through DSL: _____

c. Through Satellite: _____

d. Through mobile data: _____

e. Through Radio link: _____

f. Other: _____

8. Does the university have one or more computer labs? (tick the right answer)

   a. Yes

   b. No

9. How many computers are available in the computer labs (total number)? _____

10. How many computers are available for teaching staff in their offices? _____

11. Are computer labs connected to the internet? (Yes/No) _____

12. Are the computers networked? (Yes/No) _____

13. How do students usually access the internet on campus? (you can tick more than one item)

    a) Through mobile data;

    b) Through the university Wi-Fi;

    c) Through the computer lab.

    d) Any other (specify): _____

14. To what degree does the university have sufficient infrastructure to support online teaching and learning (select the correct scale)?

    a. Very insufficient

    b. Insufficient

    c. Sufficient

    d. Mostly sufficient

    e. Very sufficient

15. What IT infrastructure do the campus currently use regularly? (e.g., computers, servers, network equipment)

16. Based on your responses above, what IT infrastructure does the university currently require to offer effective online teaching and learning? (e.g., computers, servers, network equipment (list your answers) _____

17. What challenges does the IT-Team face with the existing IT infrastructure (list your answers)? _____

2. Network Infrastructure and Usage

1. Do you think the current network infrastructure (e.g., routers, Wi-Fi coverage) is adequate? (Yes/No) _____

2. Are there any specific improvements you believe are necessary for the network infrastructure? _____

3. What types of network challenges do the campus experience? (e.g., slow internet, connectivity drops) _____

4. What types of activities do the campus use the network for? (e.g., online classes, research, collaborations, video streaming, administrative work)

3. Human resources

1. Does the university have an IT team? (Yes/No)
2. If yes, how many members form the IT team?_____
3. Some universities are settled in a single physical campus (Tangaza, El Doret, St. Mary's College), some universities work mainly online and have their staff operating from different locations (Al-Ahfad and CCST) and the Catholic University of South Sudan has campuses in different cities of the country (Juba, Wau, Rumbek). Thus, you may have different members of an IT Team scattered. Write the location of the following components of the team in case you have them:
   - Web developer _____
   - LMS Manager _____
   - Systems Administrator _____
   - Network administrator
   - IT Technician _____
   - IT Manager _____
4. How many students are currently registered in the university (enrolment)?_____
5. How many full time lecturers work in the university?_____
6. How would you classify the digital skills of the teaching staff (provide a number for every category, even if it can be an estimation):
   a. They just work with paper, pen, white or blackboard. No computer skills: _____
   b. They can work ONLY with WORD _____
   c. They work with WORD, EXCEL and Power Point and navigate in the internet _____
   d. They work with WORD, EXCEL, Power Point and use an e-mail account_____

4. Expectations on the project

1. Which are your expectations concerning this project? Number these items in order of relevance where 1 is given for the most important or relevant:
   - To improve our IT infrastructure: _____
   - To improve the capacity of our IT team: _____
   - To improve the e-teaching skills of teaching staff: _____
   - To improve digital skills of teaching staff: _____
   - To develop online materials, courses: _____
2. How would you express the main outputs you would expect for this project?