

## Deliverable D1.1 – The questionnaires

The main objective of WP1 was to identify the current situation of students, lecturers and universities regarding the access to internet, the available infrastructures in information technologies, and the experience in delivering e-learning courses. For this purpose, several questionnaires were prepared and distributed among 287 lecturers, 1918 students and IT responsible persons from the six partner universities.

This deliverable consists of the following parts:

- ✓ Summary of the participation and statistics of the survey.
- ✓ Original questionnaires
  - Questionnaire for lecturers
  - Questionnaire for students
  - Questionnaire for IT team and administration

### 1. Summary of the participation and statistics of the survey

A first draft of the surveys was prepared by Comboni College of Science and Technology (CCST) by January 16, 2025, then observations and contributions from the rest of the partners of the consortium were collected until January 30 and three questionnaires were distributed among the partners:

1. Survey distributed among the lecturers. It was shared both as a PDF file and through the following link: <https://forms.gle/PU6pGnqisFP3XDo96>. (see *Annex I*)
2. Survey distributed among the students. It was shared both as a PDF file and through the following link: <https://forms.gle/FZcyiH6C6iZ5Xgxx8> . All the universities used the link except for St. Mary's College that preferred, considering the characteristics of the students, to print it in paper and have the data entered by a member of their team. (see *Annex II*)
3. Survey for the IT or Administration Team of the University. It was a Word file completed by the concerned persons or IT team according in every partner university. (see *Annex III*)

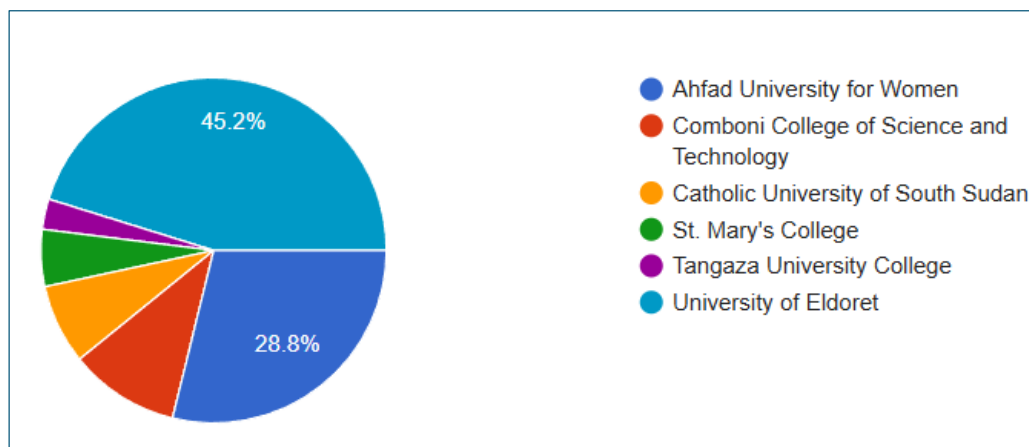
All the results were collected by February 25, 2025, and CCST presented the summary of the results to the partners on March 13, 2025. The partners commented the results, which were integrated in the interpretation of results.

Table 1 shows the statistics of the responses obtained in the questionnaire for lecturers.

*Table 1. Statistics of the responses of the questionnaire for lecturers.*

<b>University</b>	<b>Number</b>	<b>Gender</b>				<b>NA</b>	<b>Age Average</b>
		<b>Male</b>	<b>%</b>	<b>Female</b>	<b>%</b>		
Ahfad	81	10	12.35	70	86.42	1	37.2
CUoSS	21	17	80.95	4	19.05	0	46.4
CCST	29	17	58.62	12	41.38	0	43.4
St. Mary's	15	12	80.00	3	20.00	0	40.7
TUC	8	3	37.50	5	62.50	0	54
Eldoret	127	83	65.35	44	34.65	0	48.8
NA	5	2	40.00	2	40.00	2	41.8
<b>TOTAL</b>	<b>287</b>	<b>144</b>	<b>50.17</b>	<b>140</b>	<b>48.78</b>	<b>3</b>	<b>44.7</b>

Figure 1 shows the distribution of responses of the questionnaire for lecturers attending to the different partner universities.



*Figure 1. Distribution of questionnaires for lecturers obtained per partner university.*

Table 2 shows the statistics of the responses obtained in the questionnaire for students.

Table 2. Statistics of the responses of the questionnaire for students.

	<b>Gender</b>					<b>Age</b>	
	<b>Male</b>			<b>Female</b>		<b>Other</b>	<b>Average</b>
<b>University</b>	<b>Number</b>	<b>No.</b>	<b>%</b>	<b>No.</b>	<b>%</b>		
Ahfad	359	0	0.00	359	100.00	0	22.4
CUoSS	71	41	57.75	30	42.25	0	27.0
CCST	112	38	33.93	74	66.07	0	23.1
St. Mary's	222	87	39.19	134	60.36	1	26
TUC	76	35	46.05	41	53.95	0	37.5
Eldoret	1,078	559	51.86	510	47.31	9	21.0
<b>TOTAL</b>	<b>1918</b>	<b>760</b>	<b>39.62</b>	<b>1148</b>	<b>59.85</b>	<b>10</b>	

Figure 2 shows the distribution of responses of the questionnaire for students attending to the different partner universities.

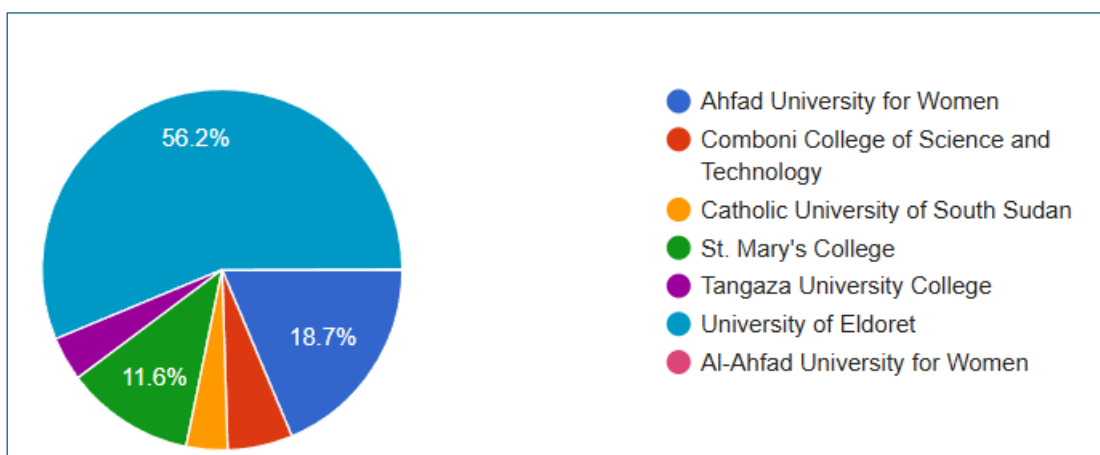


Figure 2. Distribution of questionnaires for students obtained per partner university.

Finally, one questionnaire for IT team and administration was completed per partner university.

Annexes I, II and III show copies of the original questionnaires sent for lecturers, students and IT teams, respectively.

In the deliverable 1.2, a thorough analysis of the surveys and elaborated conclusions are presented.



# QUESTIONNAIRE FOR LECTURERS

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

The collected data will be processed solely by the EAGLE project team and anonymized before being shared with the results.

Survey responses are treated in accordance with the principles of security of processing and confidentiality in force in the European Union and in the participating countries. Results will be stored and managed securely, with access restricted to individuals who need it, and archived for 10 years. Survey responses will be anonymized in all analyses and publications.

University Name: \_\_\_\_\_

Academic Department: \_\_\_\_\_

Age: \_\_\_\_\_ Gender: \_\_\_\_\_

1. How often do you use an e-mail account? (Select the most appropriate)

- ☐ Never (I do not have an account);
- ☐ Daily;
- ☐ Weekly;
- ☐ Monthly;

2. How often do you use WhatsApp? (Select the most appropriate)

- ☐ Never;
- ☐ Daily;
- ☐ Weekly;
- ☐ Monthly;

3. How often do you use Telegram? (Select the most appropriate)

- ☐ Never;
- ☐ Daily;
- ☐ Weekly;
- ☐ Monthly;

4. How often do you use Facebook? (Select the most appropriate)

- ☐ Never;
- ☐ Daily;
- ☐ Weekly;
- ☐ Monthly;

5. How often do you use X (formerly Twitter)? (Select the most appropriate)



- Never;
- Daily;
- Weekly;
- Monthly;

6. How often do you use Tiktok? (Select the most appropriate)

- Never;
- Daily;
- Weekly;
- Monthly;

7. Do you have your own laptop (write yes or no)? \_\_\_\_\_

8. Do you use a computer in the university (write yes or no)? \_\_\_\_\_

9. Have you ever sent an attachment in an e-mail message (write yes or no)? \_\_\_\_\_

10. Do you have a Smart Phone (write yes or no)? \_\_\_\_\_

11. Do you have an IPAD or Android Tablet (write yes or no)? \_\_\_\_\_

12. How do you access the internet? You can tick more than one option:

- a. I do not access the internet that much ☐
- b. I usually access internet through my mobile data ☐
- c. I access through the Wi-Fi of the university ☐
- d. I access through Wi-Fi of a place different to the university ☐
- e. I access through satellite ☐

13. Have you ever been trained on how to teach online (write yer or no)? \_\_\_\_\_

14. Have you ever taught through online videoconference using applications such as Zoom, Teams, Google Meet, Big Blue Button or Jitsi (write yes or no)? \_\_\_\_\_

15. If you already used a video-conference application to teach, which ones did you use (You can choose more than one)

- a. Zoom ☐
- b. Google Meet ☐
- c. Teams ☐
- d. WhatsApp ☐
- e. Telegram ☐
- f. Jitsi ☐
- g. Other ☐

16. Which one do you prefer (choose just one)?

- a. Zoom ☐



- b. Google Meet ☐
  - c. Teams ☐
  - d. WhatsApp ☐
  - e. Telegram ☐
  - f. Jitsi ☐
  - g. Other ☐
17. Have you ever studied an online course (write yes or no)? \_\_\_\_\_
18. Have you ever taught through an online Learning Management System such as Moodle, Canvas, Blackboard, etc. (write yes or no)? \_\_\_\_\_
19. What are your challenges in teaching online classes? (You can tick more than one option):
- a. Lack of a device to use such as laptop, IPAD/Tablet or computer ☐
  - b. Lack of a computer laboratory ☐
  - c. Lack of Wi-Fi or data bundles ☐
  - d. Lack of knowledge on using software and developing material for online class ☐
  - e. Slow internet on campus ☐
  - f. Slow videoconferencing software ☐
  - g. Lack of digital skills ☐
  - h. Lack of practice with computers ☐
20. Do you have electricity at home?
- a. Not at all ☐
  - b. Some days ☐
  - c. Normally yes ☐



# QUESTIONNAIRE FOR THE STUDENTS

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

The collected data will be processed solely by the EAGLE project team and anonymized before being shared with the results.

Survey responses are treated in accordance with the principles of security of processing and confidentiality in force in the European Union and in the participating countries. Results will be stored and managed securely, with access restricted to individuals who need it, and archived for 10 years. Survey responses will be anonymized in all analyses and publications.

University Name: \_\_\_\_\_

Academic Program you are enrolled in: \_\_\_\_\_

Year (1, 2, 3, 4, 5): \_\_\_\_ Age: \_\_\_\_\_ Gender: \_\_\_\_\_

1. How often do you use an e-mail account? (Select the most appropriate)

- ☐ Never (I do not have an account);
- ☐ Daily;
- ☐ Weekly;
- ☐ Monthly;

2. How often do you use WhatsApp? (Select the most appropriate)

- ☐ Never (I do not have an account);
- ☐ Daily;
- ☐ Weekly;
- ☐ Monthly.



3. How often do you use Telegram? (Select the most appropriate)
  - ☐ Never(I do not have an account);
  - ☐ Daily;
  - ☐ Weekly;
  - ☐ Monthly;
4. How often do you use Facebook? (Select the most appropriate)
  - ☐ Never(I do not have an account);
  - ☐ Daily;
  - ☐ Weekly;
  - ☐ Monthly;
5. How often do you use X (formerly Twitter)? (Select the most appropriate)
  - ☐ Never(I do not have an account);
  - ☐ Daily;
  - ☐ Weekly;
  - ☐ Monthly;
6. How often do you use Tiktok? (Select the most appropriate)
  - ☐ Never;
  - ☐ Daily;
  - ☐ Weekly;
  - ☐ Monthly;
7. Do you have your own laptop (write yes or no)? \_\_\_\_\_
8. If you do not have it, do you have access to a laptop?
9. Have you ever sent an attachment in an e-mail message (write yes or no)? \_\_\_\_\_
10. Do you have a Smart Phone (write yes or no)? \_\_\_\_\_
11. Do you have an IPAD or tablet (write yes or no)? \_\_\_\_\_
12. How do you access the internet? You can tick more than one option:
  - a. I do not access the internet ☐
  - b. I usually access the internet through my mobile data ☐
  - c. I access through the Wi-Fi of the university ☐
  - d. I access through Wi-Fi of a place different to the university ☐
  - e. I access through satellite ☐
13. How much do you pay for the internet every month (write the amount in local currency)? \_\_\_\_\_
14. Are you able to follow live online lessons through videoconference such as Zoom, Teams, Google Meet, Zohomeet (write yes or no)? \_\_\_\_\_





15. If you ever attended online classes through video-conference, which application did you use? (You can choose more than one)
- a. Zoom ☐
  - b. Google Meet ☐
  - c. Teams ☐
  - d. WhatsApp ☐
  - e. Other ☐
16. Have you ever completed any ONLINE course (write yes or no)? \_\_\_\_\_
17. Have you ever completed a computer course to learn basic digital skills (write yes or no)? \_\_\_\_\_
18. What challenges would you face to study online (you can tick more than one option)?
- a. Lack of a device such as laptop, IPAD/Tablet or computer ☐
  - b. Lack of internet access ☐
  - c. Slow internet ☐
  - d. Lack of digital skills ☐
  - e. Lack of practice with computers ☐
  - f. Other (specify): \_\_\_\_\_
19. Do you have electricity at home? Tick just one answer:
- a. Not at all ☐
  - b. Some days ☐
  - c. Normally yes ☐



# 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

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?