



East Africa University

**Challenges and Opportunities of Utilization
information technology in Education in the
period of COVID19 Pandemic**

**“Case study of East Africa University in Bosaso,
Somalia.”**



Study Structure



- Setting the context
- Why this study?
- Study objectives
- Approach and Methodology
- The Results
- The Conclusion
- The Recommendations



Setting the Context



- The impact of COVID19 on the higher education sector
- Higher education post-COVID19: the good and the bad
- Will physical classrooms still continue to be a justifiable investment in a Post-COVID19 era?
- The peculiar case of Somalia
 - COVID19 spawned a new online education industry creating new channels of knowledge delivery and opportunities for employment and wealth generation for hundreds of entrepreneurs

Why this study?



- COVID19 was yet another natural disaster that caught all of us by surprise.
- The Somali higher education sector which remains mainly unsupported by government subsidies has come to a situation where many were close to bankruptcy and foreclosure
- Infrastructure (specially e-infrastructures) and the readiness of the people (students, faculty and staff) were limited
- The study focuses on the readiness of the people (students and faculty members) to utilize technology to delivery and/or consume knowledge
- The case study of East Africa University in Bosaso uncovers many of these challenges and proposes recommendations as to how we can deal with them

Study Objectives



- Identify the challenges and opportunities of utilizing e-Learning systems and related e-infrastructures to address and manage COVID19 crisis at the university
- Determine the availability and readiness of IT resources to the learners and teachers with the currently-used platforms and applications
- Propose strategies to implement the technology solutions during pandemics

Study objectives and the research question



- What are the challenges and opportunities in utilizing information technology in higher education during COVID19 at East Africa University in Bosaso?



Study Approach and Methodology



- The study employed descriptive survey design
 - Description of the characteristics of COVID19 impact and the utilization of technology
 - Exploration of the relationship between the variables
 - Testing the hypothesis and development of generalizations and theories of universal validity
- The study used quantitative approaches where data has been collected and analyzed to support more accurate conclusions.
- Tools and procedures used:
 - 3 types of questionnaires focusing on specific groups such as instructors, students, and ICT department staff

The Results



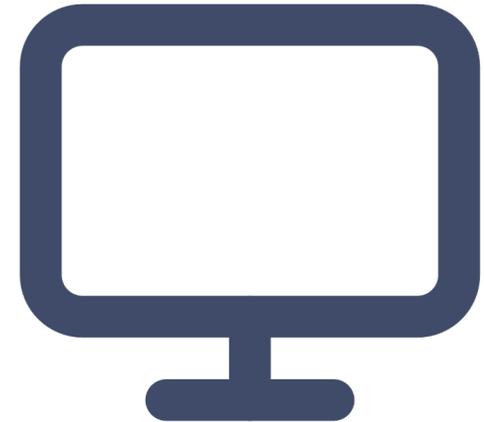
- Main challenges identified:
 - Technical
 - Academic
 - Resource availability and readiness
 - Communication issues
- Key findings are:
 - Faculty members not trained sufficiently in ICT to effectively deliver lectures using technology
 - Technological readiness at the university lacked and/or were not sufficient



Conclusion



- **Specific challenges:**
 - Virtual classroom etiquette
 - Inadequate interactions
 - Time management issues with online learning
 - Infrastructure limitations
 - ICT readiness challenges on the part of the students
- **ICTs created opportunities for the university to transform**
 - The university transformed its ICT infrastructure
 - The university started considering delivering programs beyond Bosaso city



Recommendations



- Universities must see technology as a strategic capability and invest in ICT infrastructure
- Service providers need to restructure their services and support the higher education institutions in the effort to tackle the impact of COVID19 through zero-rating schemes and other CSR initiatives
- Governments should have policies in place to improve the general e-readiness of the universities
- University infrastructure should not only mainly focus on e-infrastructures at the campus but also on schemes that enable students to own access devices (laptops and tablets) for education

END

