



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**

