

Information Technology Governance for Tunisian Universities (ITG4TU)

561614-EPP-1-2015-1-ES-EPPKA2-CBHE-JP



Co-funded by the
Erasmus+ Programme
of the European Union

Pilot Course

University of Gabes (Tunisia), 26 September 2018

ITG4TU CONSORTIUM



AMENDMENT HISTORY

Version	Revision	Date	Author	Modification
1	0	26 September 2018	KABAOU M Ouwais	Initial Version
1	1	27 September 2018	KHOUJA Mehdi	Review
1	2	28 September 2018	TLIG Lotfi	Survey results
1	3	28 September 2018	KABAOU M Ouwais	Review



CONTENTS

1. Introduction	1
2. Methodology of the course	1
3. Attendants	2
4. Quality assessment of the course	2
4.1. Satisfaction survey results.....	3
4.1.1. Activity questions	3
4.1.2. General questions	8
4.1.3. Open questions ²	10
4.2. Conclusion.....	10

No index entries found.



1. Introduction

The pilot course has been performed to set a contact with IT Governance (ITG) concepts among teachers and students. This first course has been performed in the High Institute of Computer and Multimedia of Gabes, Gabes, on 26 September 2018.

The objective of this course is to present a first view of ITG models. This training has targeted two types of stakeholders of universities: teachers and students. Teachers attended to acquire new knowledge to include ITG as a teaching and research discipline. Regarding, students from related studies of IT and students in Computer and Multimedia, Communication Networks ... have been able to acquire new knowledge to ensure their further professional or academic integration.

2. Methodology of the course

This pilot course has been made in order to reach the following learning outcomes: to understand competences and skills necessary to play a leading role in the IT governance discipline. Moreover, the concepts of assets, and IT efficiency use in respect with strategy of HEI and the communities that it serves was highlighted. The course has been focused to promote IT governance principles.

Representatives of ITG4TU project in university of Gabes have been in charge of dictating this course. Dr KHOUJA Mehdi, Dr KABAOU M Ouweis and Dr TLIG Lotfi presented the main aspects of Governance of IT: structures, standards and business strategy. The alignment of IT with business strategy aspect, the CIO role, and the importance of achieving this alignment regarding to the benefit of IT were highlighted.

The course was planning as follows:

- Work session I:
 - ITG4TU Project Presentation
 - Case Studies
 - Governance of IT
- Work session II:
 - The role of the CIO
 - Standards: ISO 38500
 - Building an ITG Framework



3. Attendants

The primary target in this course is teachers and students to start up a new discipline in their subjects for future training and research. At the end of this report, the attendance list is shown.

4. Quality assessment of the course

We have elaborated a questionnaire in order to assess the quality of the course. Once the course ended, the attendants were informed of this questionnaire and responded it. 17 questions constitute the questionnaire; being the first 13 multiple choice type and quick answer the last 4 questions. The purpose of these questions is to know if the course was understood, the mastery and ability of the teachers were as expected, and if the examples and case of use were adequate, mainly. Some of the questions were depicted upside down on purpose, in order to avoid participants from randomly respond, this is for example answer 1 means “totally agree” and 4 means “totally disagree”. The satisfaction survey is divided into three parts:

1. 10 closed questions related to the teach activity.

ID	Question	Value range
1	Did the teacher demonstrate mastery of the subject?	1 (Totally agreed) 2 (Agreed) 3(Disagreed) 4 (Totally disagreed)
2	Was his/her language understandable and appropriate?	1 (Totally agreed) 2 (Agreed) 3(Disagreed) 4 (Totally disagreed)
3	Did discussed topics accomplish your expectations?	1 (Totally agreed) 2 (Agreed) 3(Disagreed) 4 (Totally disagreed)
4	Did the teacher answer the questions from the audience?	1 (Totally agreed) 2 (Agreed) 3(Disagreed) 4 (Totally disagreed)
5	Teaching ability/availability and capacity.	1 (Totally agreed) 2 (Agreed) 3(Disagreed) 4 (Totally disagreed)
6	Did the teacher accomplish with the academic program?	1 (Totally agreed) 2 (Agreed) 3(Disagreed) 4 (Totally disagreed)
7	What is your assessment of the example and practice cases by the teacher?	1 (Totally agreed) 2 (Agreed) 3(Disagreed) 4 (Totally disagreed)
8	Did the training help to you to consolidate the knowledge?	1 (Totally agreed) 2 (Agreed) 3(Disagreed) 4 (Totally disagreed)
9	Could you apply knowledge to practice?	1 (Totally agreed) 2 (Agreed) 3(Disagreed) 4 (Totally disagreed)
10	Did the training allow you to generate new ideas related to ITG?	1 (Totally agreed) 2 (Agreed) 3(Disagreed) 4 (Totally disagreed)



2. 3 closed questions related to the general satisfaction of the training.

ID	Question	Value range
11	Did the training accomplish your expectative?	1 (Totally agree) 2 (Agree) 3(Disagreed) 4 (Totally disagreed)
12	Satisfaction degree of teacher	1 (Totally satisfied) 2 (Satisfied) 3 (Unsatisfied) 4 (Totally unsatisfied)
13	Was the infrastructure satisfactory?	1 (Totally satisfied) 2 (Satisfied) 3 (Unsatisfied) 4 (Totally unsatisfied)

3. 4 open-opinion questions.

- a) 14- What did you like the most?
- b) 15- What did you like the least?
- c) 16- Suggestions for the future.
- d) 17- Other comments.

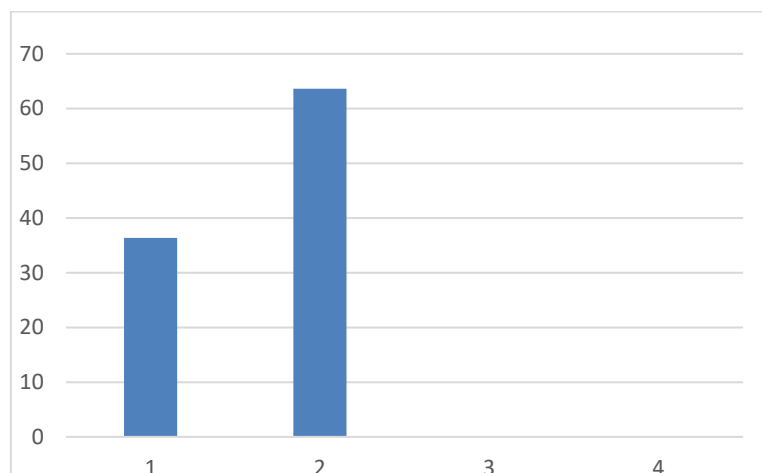
4.1. Satisfaction survey results

The following section shows the results related to this course. There were 11 attendees, which have answered the questionnaire giving the following feed-back:

4.1.1. Activity questions

1. Did the teacher demonstrate mastery of the subject?
% of participants = 100% of survey respondent.

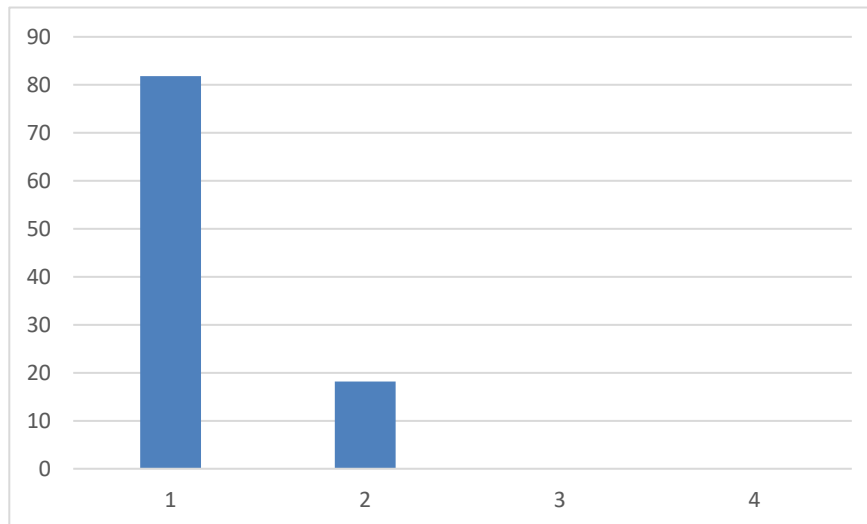
Totally agreed	36,36%	Agreed	63,63%	Disagreed	0%	Totally disagreed	0%
----------------	--------	--------	--------	-----------	----	-------------------	----





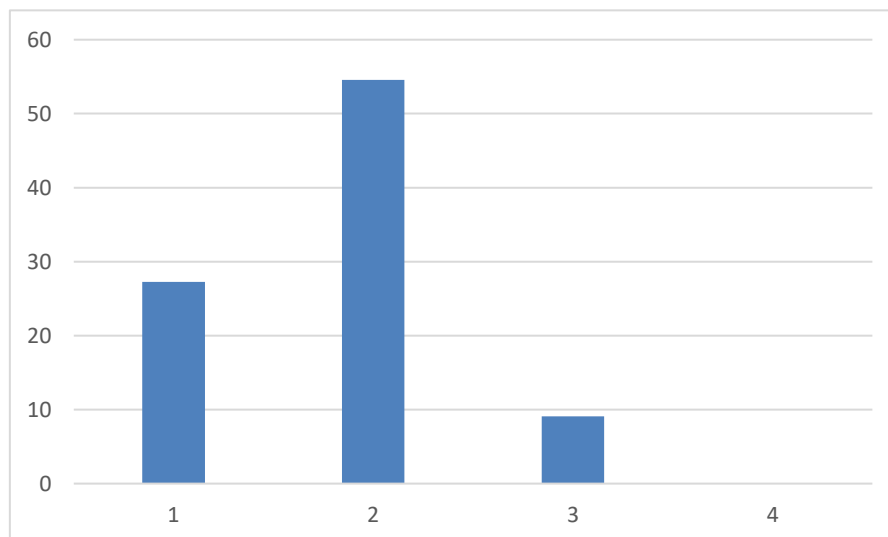
2. Was his/her language understandable and appropriate?
% of participants = 100% of survey respondent.

Totally agreed	81,81%	Agreed	18,18%	Disagreed	0%	Totally disagreed	0%
----------------	--------	--------	--------	-----------	----	-------------------	----



3. Did discussed topics accomplish your expectations?
% of participants = 90,9% of survey respondent.

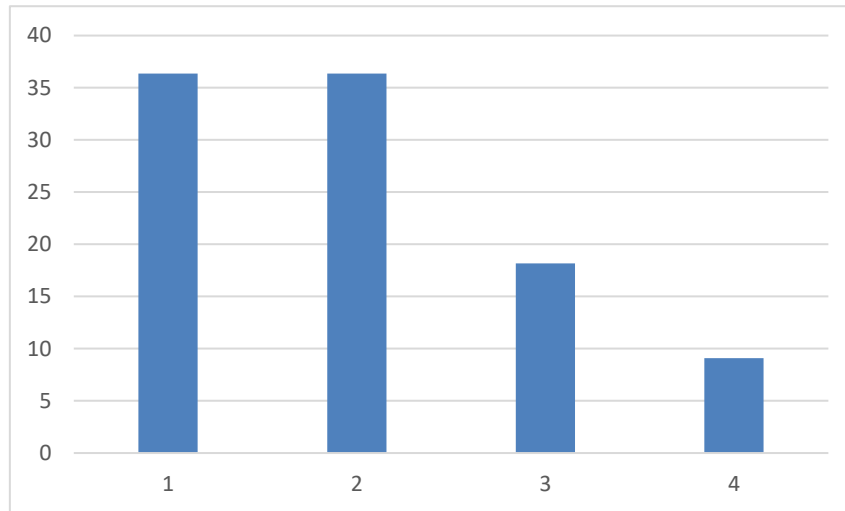
Totally agreed	27,27%	Agreed	54,54%	Disagreed	9,09%	Totally disagreed	0%
----------------	--------	--------	--------	-----------	-------	-------------------	----





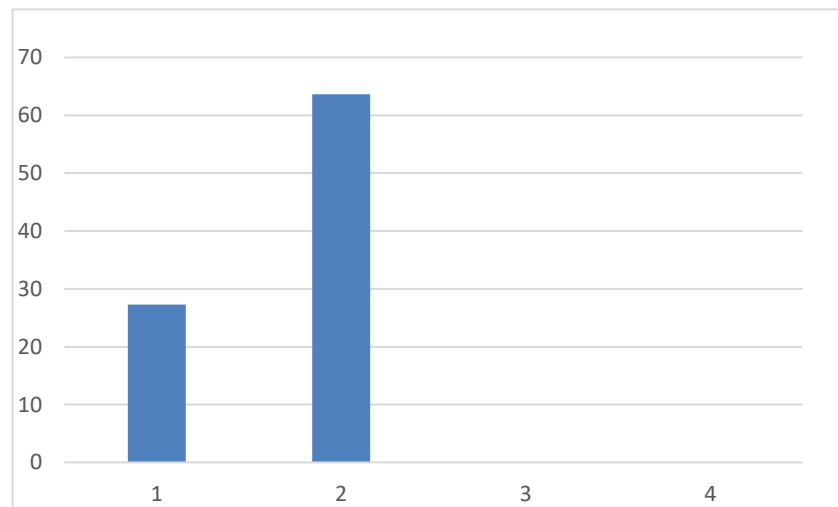
4. Did the teacher answer the questions from the audience?
% of participants = 100% of survey respondent.

Totally agreed	36,36%	Agreed	36,36%	Disagreed	18,18%	Totally disagreed	9,09%
----------------	--------	--------	--------	-----------	--------	-------------------	-------



5. Teaching ability/availability and capacity.
% of participants= 90,9% of survey respondent.

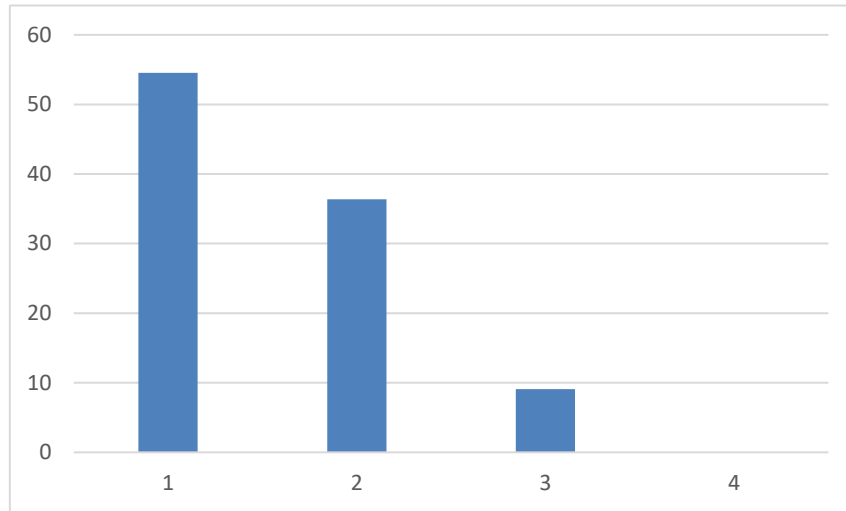
Totally agreed	27,27%	Agreed	63,63%	Disagreed	0%	Totally disagreed	0%
----------------	--------	--------	--------	-----------	----	-------------------	----





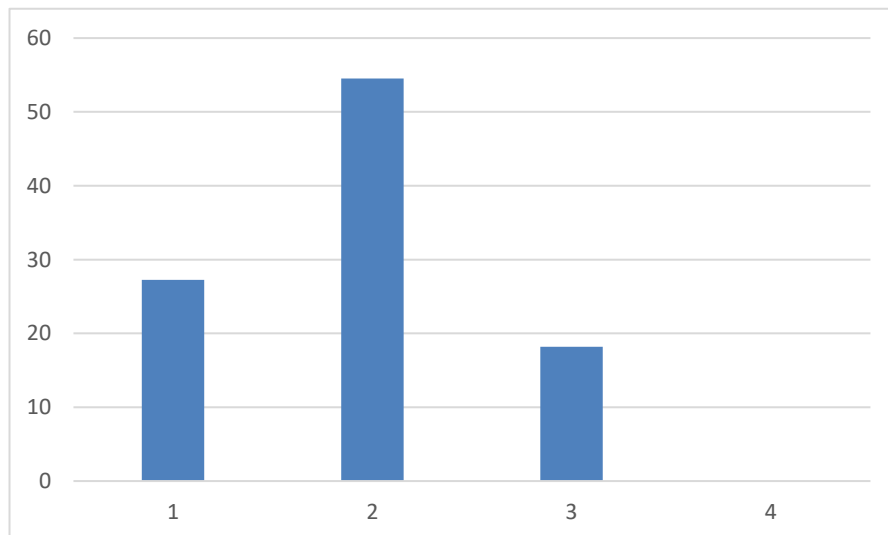
6. Did the teacher accomplish with the academic program?
% of participants= 100% of survey respondent.

Totally agreed	54,54%	Agreed	36,36%	Disagreed	9,09%	Totally disagreed	0%
----------------	--------	--------	--------	-----------	-------	-------------------	----



7. What is your assessment of the example and practice cases by the teacher?
% of participants = 100% of survey respondent.

Totally agreed	27,27%	Agreed	54,54%	Disagreed	18,18%	Totally disagreed	0%
----------------	--------	--------	--------	-----------	--------	-------------------	----

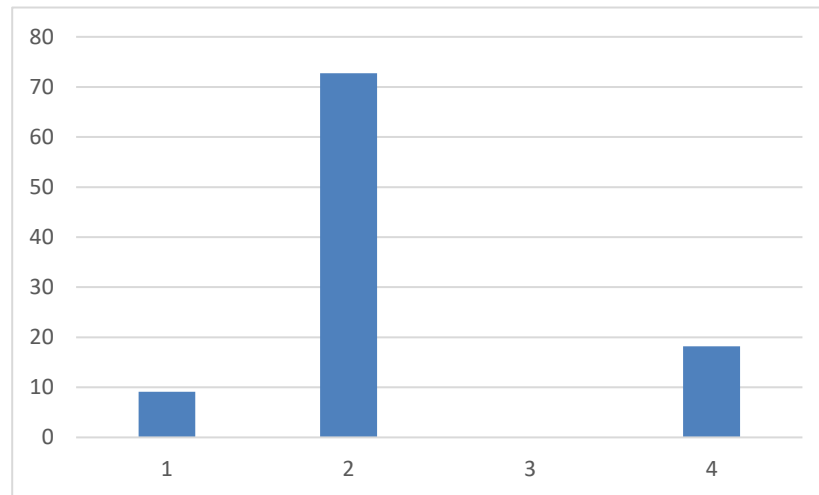




8. Did the training help to you to consolidate the knowledge?

% of participants= 100% of survey respondent.

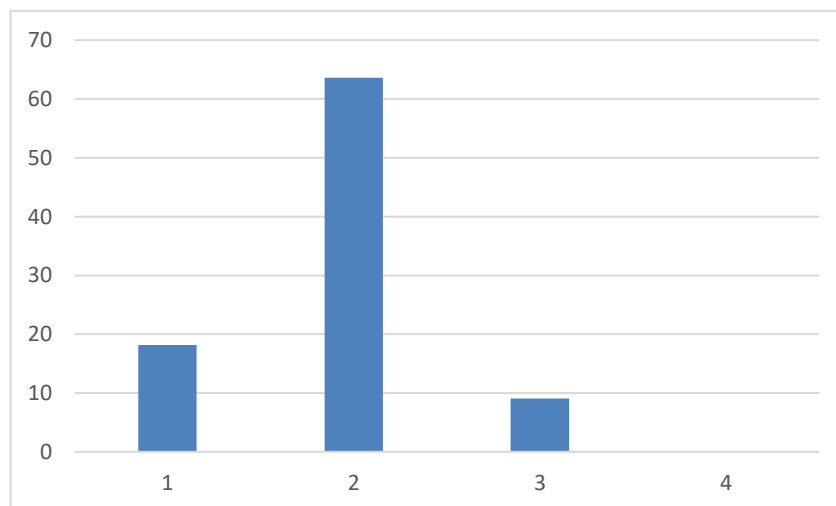
Totally agreed	9,09%	Agreed	72,72%	Disagreed	0%	Totally disagreed	18,18%
----------------	-------	--------	--------	-----------	----	-------------------	--------



9. Could you apply knowledge to practice?

% of participants = 90,9% of survey respondent.

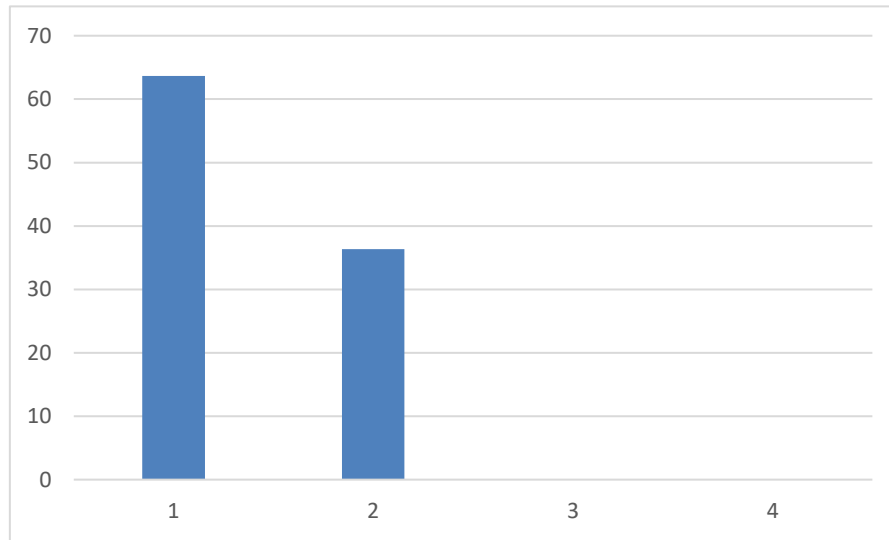
Totally agreed	18,18%	Agreed	63,63%	Disagreed	9,09%	Totally disagreed	0%
----------------	--------	--------	--------	-----------	-------	-------------------	----





10. Did the training allow you to generate new ideas related to ITG?
% of participants = 100% of survey respondent.

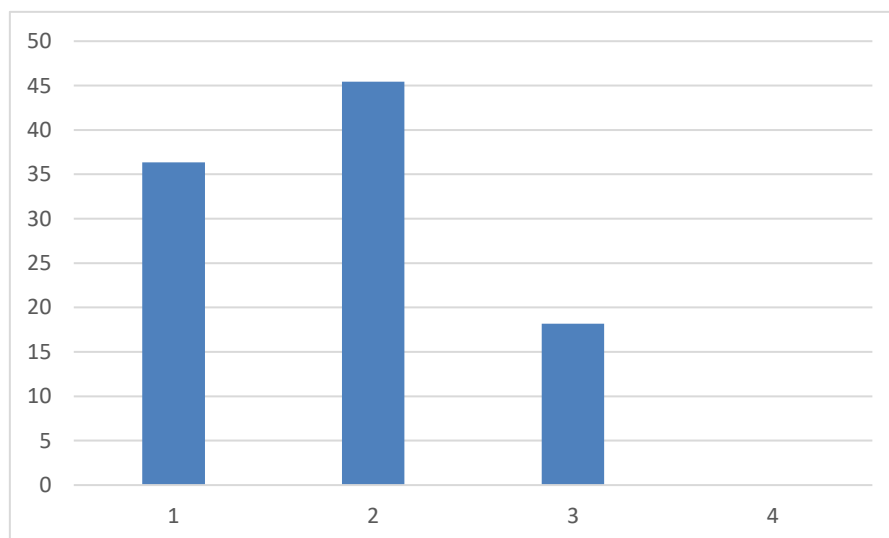
Totally agreed	63,63%	Agreed	36,36%	Disagreed	0%	Totally disagreed	0%
----------------	--------	--------	--------	-----------	----	-------------------	----



4.1.2. General questions

11. Did the training accomplish your expectative?
% of participants = 100% of survey respondent.

Totally agreed	36,36%	Agreed	45,45%	Disagreed	18,18%	Totally disagreed	0%
----------------	--------	--------	--------	-----------	--------	-------------------	----

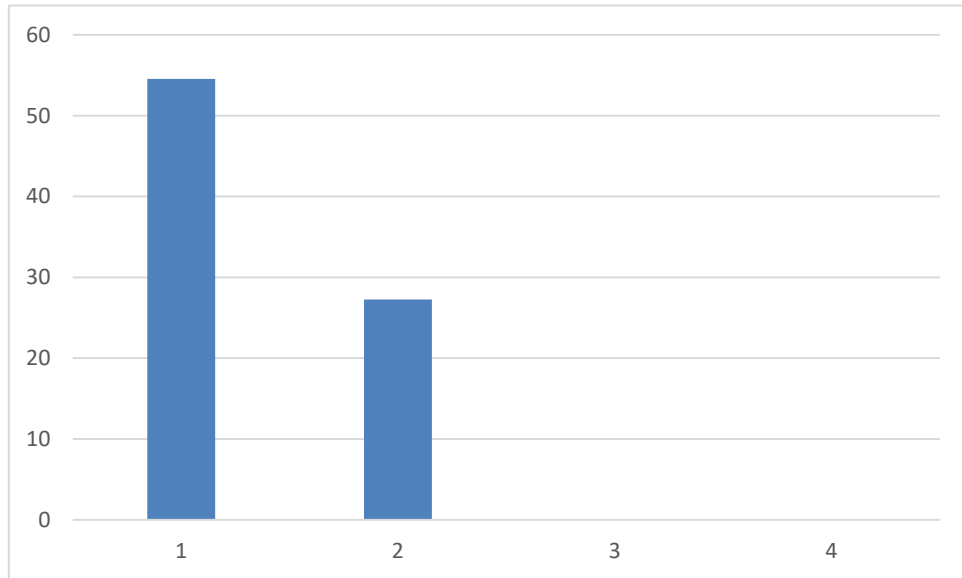




12. Satisfaction degree of teacher

% of participants = 81,81% of survey respondent.

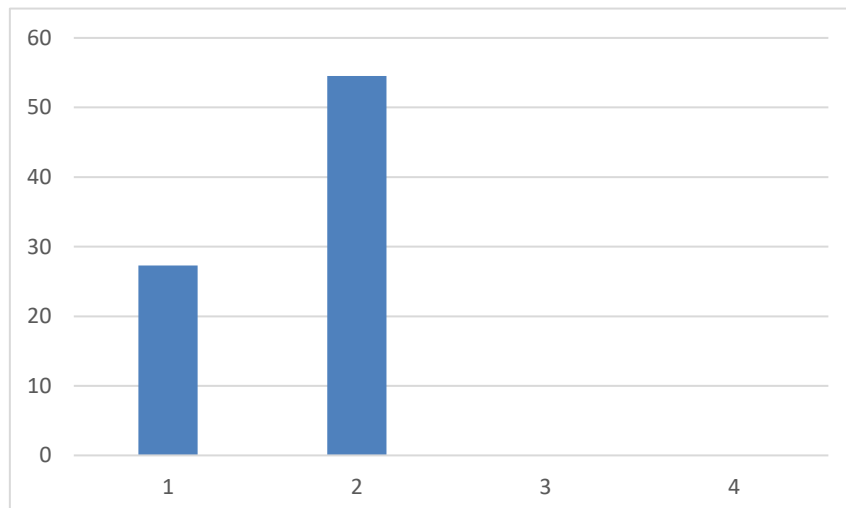
Totally satisfied	54,54%	Satisfied	27,27%	Unsatisfied	0%	Totally unsatisfied	0%
-------------------	--------	-----------	--------	-------------	----	---------------------	----



13. Was the infrastructure satisfactory?

% of participants = 81,81% of survey respondent.

Totally satisfied	27,27%	Satisfied	54,54%	Unsatisfied	0%	Totally unsatisfied	0%
-------------------	--------	-----------	--------	-------------	----	---------------------	----





4.1.3. Open questions²

14. What did you like the most?
% of participants = 36,36% % of survey respondent.
The topic (ITG), the discussion and the Erasmus+ programme were most liked elements.
The CIO role
The teaching ability
15. What did you like the least?
% of participants= 27,27% of survey respondent.
The language of the presentation
16. Suggestions for the future.
% of participants= 36,36% of survey respondent.
More explanation
17. Other comments.
% of participants = 9,09% of survey respondent.
Most of them were acknowledgments.

4.2. Conclusion

The pilot course was as satisfactory course. The ITG subject was attractive and interesting for the students. The students' evaluation showed that the knowledge acquired in this course can be applied in practice. The students discovered a new area that can help them in their future jobs.



ATTENDANCE Pilot Course Gabes

Attendant	Registration
ALA JRAOJ	
Bougatef Wahiba	
Fallah	
Bedoui Ala	
Jhidi Mohamed	
Ben Mohamed Belgorain	
rafikhaistem	
ILHEN ABDOALLAH	
Jhaidi Imgez	
Haded Abir	
Ayadi Med wasih	