

Information Technology Governance for Tunisian Universities (ITG4TU)

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Pilot Course

University Tunis El Manar (Tunisia), 10 October 2018

ITG4TU CONSORTIUM



AMENDMENT HISTORY

Version	Revision	Date	Author	Modification
1	0	10 Oct 2018	Samir MOALLA	Initial Version
1	1	11 Oct 2018	Abdelaziz ABDELLATIF	Review
1	2	11 Oct 2018	Samir MOALLA	Survey results
1	3	11 Oct 2018	Abdelaziz ABDELLATIF	Review



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1. Introduction

We conducted a pilot course on IT governance for teachers and students in section IF5 (Terminal Class Engineer) and section IF3 (Class 1st year Engineer) to present the notion of IT governance. This course was presented in the conference room of the Computer Science Department of the Faculty of Sciences of Tunis.

The purpose of this course is to give an idea about IT governance models for teachers and engineering students of our IT department, and this in order to provide them a knowledge allowing them easy integration into professional life.

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 Tunis El Manar have been in charge of dictating this course. Dr Samir MOALLA and Dr Abdelaziz ABDELLATIF 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 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 attendees 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.

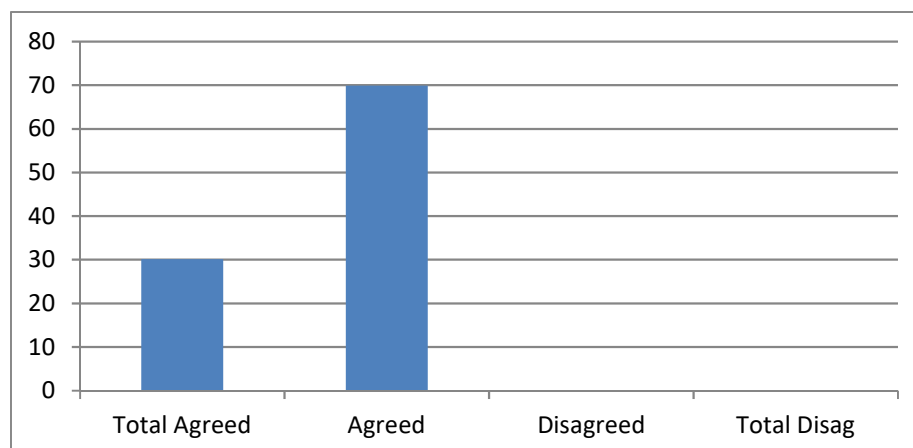
4.1. Satisfaction survey results

The following section shows the results related to this course. There were 42 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	30,12%	Agreed	69,88%	Disagreed	0%	Totally disagreed	0%
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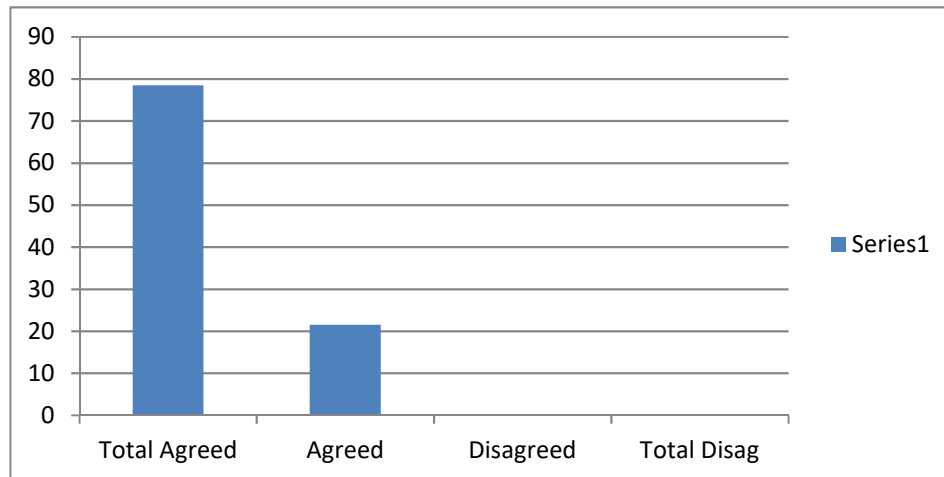




2. Was his/her language understandable and appropriate?

% of participants = 100% of survey respondent.

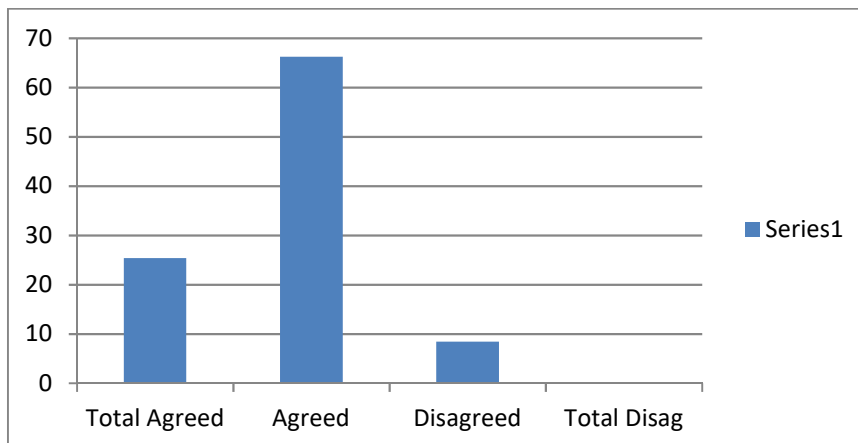
Totally agreed	78,45%	Agreed	21,55%	Disagreed	0%	Totally disagreed	0%
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3. Did discussed topics accomplish your expectations?

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

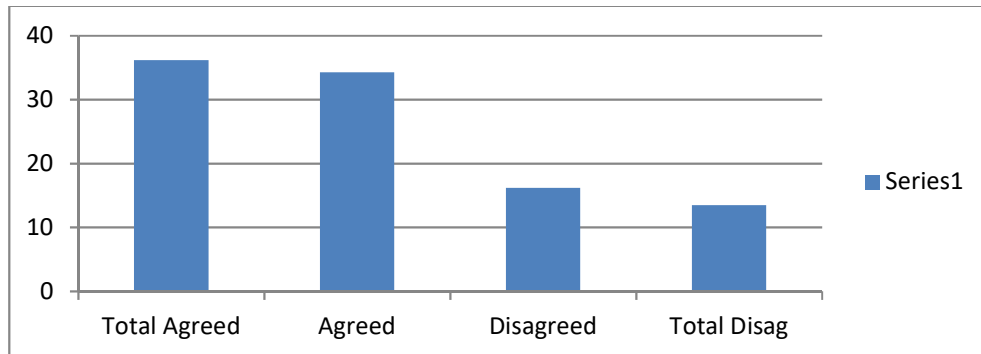
Totally agreed	25,35%	Agreed	66,25%	Disagreed	8,4%	Totally disagreed	0%
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4. Did the teacher answer the questions from the audience?

% of participants = 100% of survey respondent.

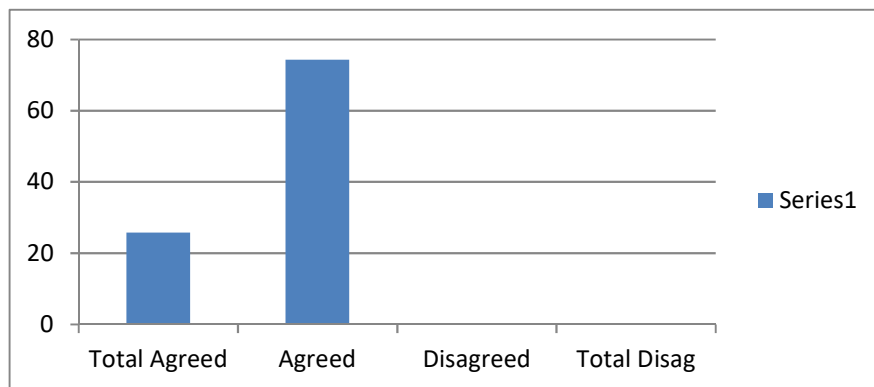
Totally agreed	36,15%	Agreed	34,25%	Disagreed	16,15%	Totally disagreed	13,45%
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5. Teaching ability/availability and capacity.

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

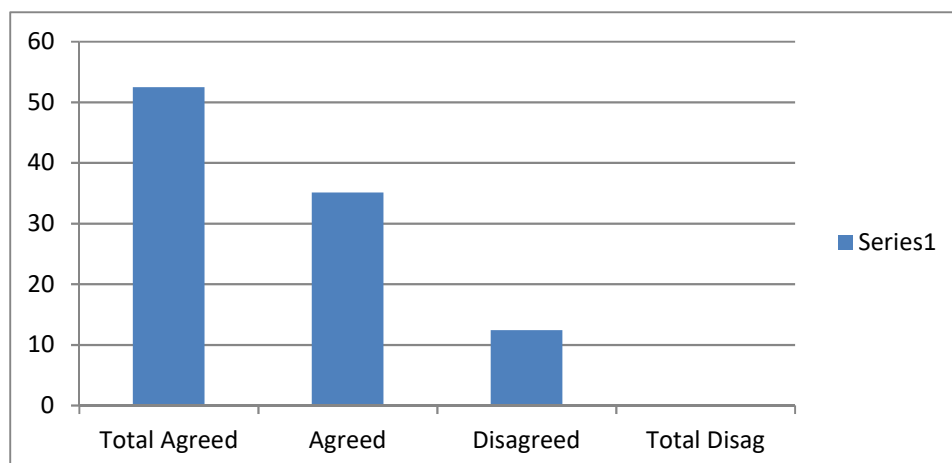
Totally agreed	25,75%	Agreed	74,25%	Disagreed	0%	Totally disagreed	0%
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6. Did the teacher accomplish with the academic program?

% of participants= 100% of survey respondent.

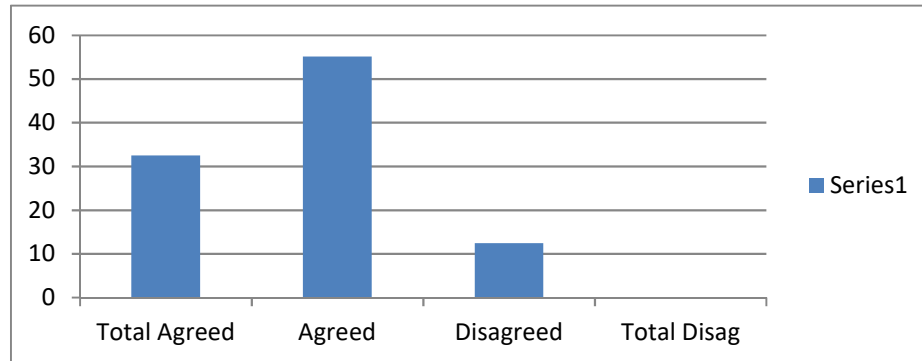
Totally agreed	52,5%	Agreed	35,1%	Disagreed	12,4%	Totally disagreed	0%
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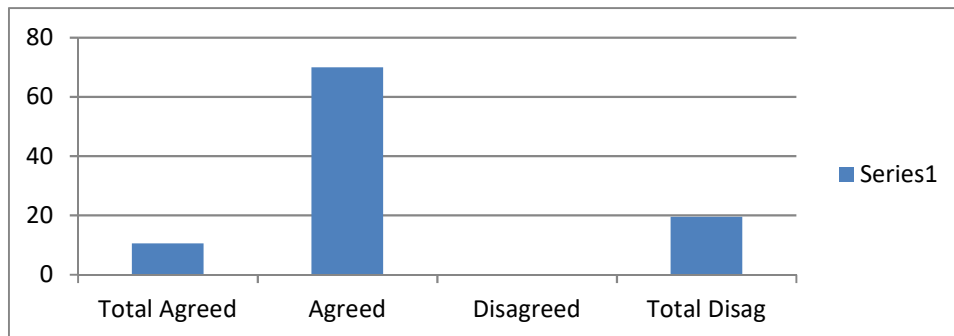
7. What is your assessment of the example and practice cases by the teacher?
% of participants = 100% of survey respondent.

Totally agreed	32,5%	Agreed	54,1%	Disagreed	12,4%	Totally disagreed	0%
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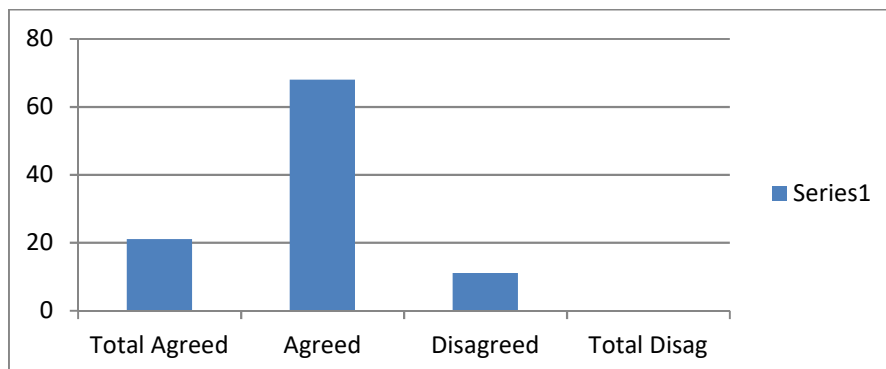
8. Did the training help to you to consolidate the knowledge?
% of participants= 100% of survey respondent.

Totally agreed	10,5%	Agreed	70, 2%	Disagreed	0%	Totally disagreed	19,3%
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9. Could you apply knowledge to practice?
% of participants = 90,9% of survey respondent.

Totally agreed	21,18%	Agreed	67,63%	Disagreed	11,09%	Totally disagreed	0%
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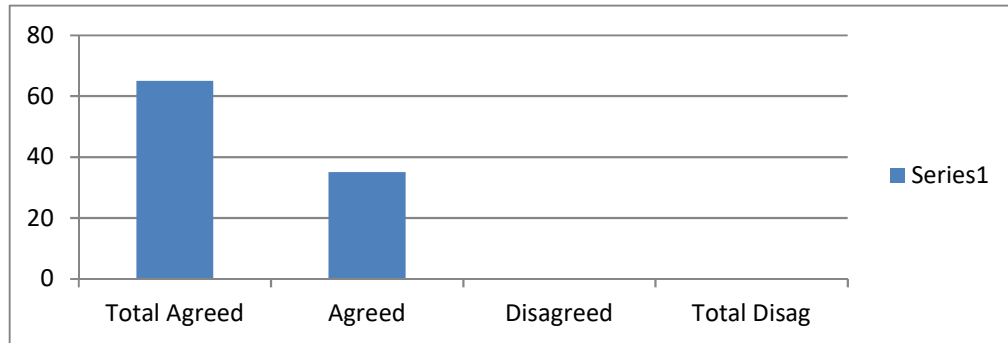




10. Did the training allow you to generate new ideas related to ITG?

% of participants = 100% of survey respondent.

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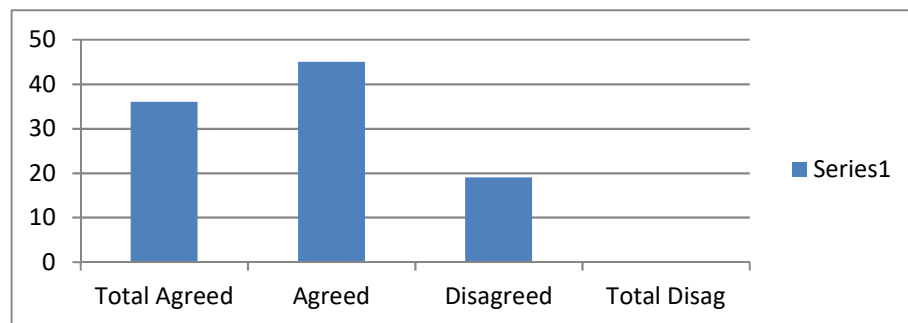


4.1.2. General questions

11. Did the training accomplish your expectative?

% of participants = 100% of survey respondent.

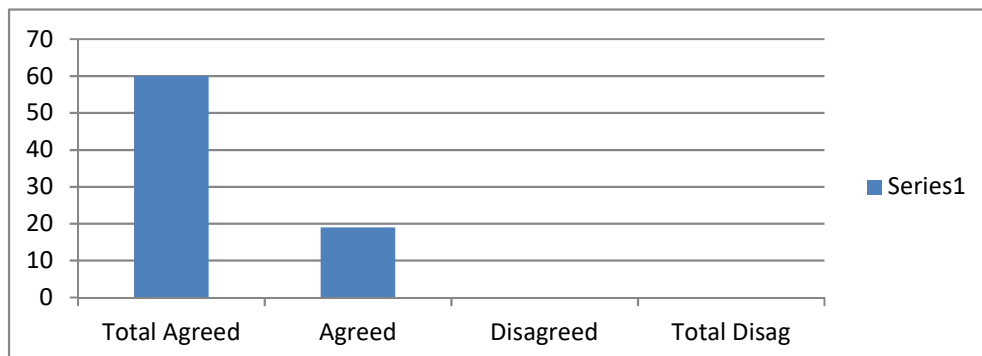
Totally agreed	36,36%	Agreed	45,45%	Disagreed	18,18%	Totally disagreed	0%
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12. Satisfaction degree of teacher

% of participants = 72,81% of survey respondent.

Totally satisfied	60,54%	Satisfied	11,27%	Unsatisfied	0%	Totally unsatisfied	0%
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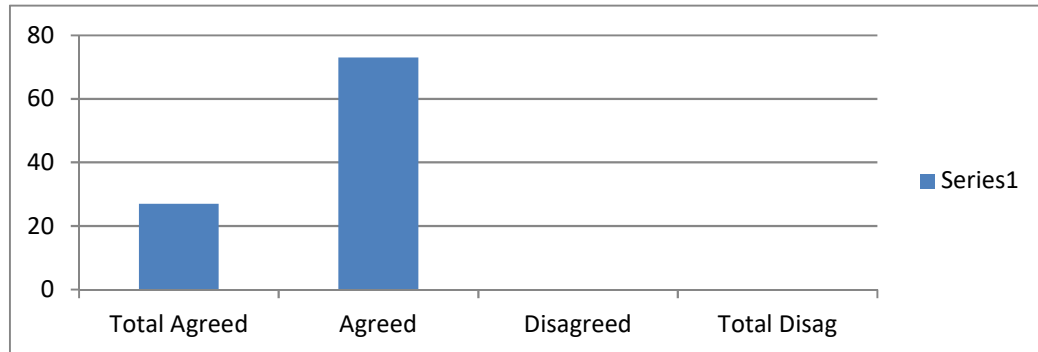




13. Was the infrastructure satisfactory?

% of participants = 100% of survey respondent.

Totally satisfied	27,27%	Satisfied	72,54%	Unsatisfied	0%	Totally unsatisfied	0%
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4.1.3. Open questions

14. What did you like the most?

% of participants = 36,36% % of survey respondents.

The topic (ITG), the discussion and the Erasmus+ program 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 UTM

Attendant	Registration
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Staief Mariam	
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Bouattou Farah	
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Trabelsi Houthem	
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Achari Safa	
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Touaibi Ghofrane	
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Chaibid Achraf	
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Meftah Saïda	
--------------	--

Fliiss Jelel	
--------------	--

Ben Smida chayma	
------------------	--

Yeferni wajdi	
---------------	--

Ben Abdallah Souha	
--------------------	--

ABdelli ABir	
--------------	--

Robia Assil	
-------------	--

Boussoufi Moncarm	
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Wajdi DIMASSI	
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Hjaïj Fatma	
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NASSER Ahmed	
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Ben Kambi Adem	
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Dagdag Mohamed Mouname	
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Ayed Anas	
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Khefifi Samira	
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Younis Dorra	
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Nechba Fendaouo	
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Samir MOALLA
Abdelaziz ABDELLATIF



ATTENDANCE Pilot Course UTM

Attendant	Registration
Piabi Faten	
Khaou Scrine	
Hamza Ouan	
Ben Attia Syrine	
Bennachamed Achref	
Chouikha Yasmine	
Sbaa Sarta	
Chouchou Haifa	
Mannai Wided	
Souilem Ourmaïma	
Omrani Nerine	
El Kef: Eya	
Kacem Aymen	
Selmi Zaid	
Hannachi Ourmeïma	
Boushik Adel	
Hajbaub Rania	
Attia Aya	
Gongji Moona	

Samir HOALLA
Abdelouajid ABDELLATIF