NRENs and partners education services/activities survey (2021)

1.

Background

Education institutions use a wide range of education services, however, the maturity levels of using those educational services can vary significantly. GÉANT believes there are opportunities for a collective pan-European and global approach on education services and activities and has set up a dedicated group - GÉANT Task Force on Education Services and Activities (TF-EDU).

This survey is a follow up on two previous surveys (2019, 2020) and is targeted to National Research and Education Networks (NRENs) worldwide in addition to the members of the TF-EDU mailing list, and specifically people who work in/with education departments or teams. The TF-EDU steering group would like to understand whether your organisation offers educational services besides connectivity to education institutions (see Glossary) in addition to your future plans on the next generation of services. The outputs of this survey will be discussed at TNC 2021 conference and available through TF-EDU wikipage.

We will appreciate if you can give us your feedback no later than April, 1, 2021. The survey is 24 questions long and takes no more than 15 to 20 minutes to complete. If you have any further questions, please contact nren-edu@lists.geant.org.

Privacy Notice

Before you answer this survey, please understand that GÉANT takes your privacy seriously and will only use your personal data, provided by you with the purpose of knowledge and information sharing and improving the services and products that we offer you. The collection of personal data is optional and in case you decide to provide it, GÉANT will keep it anonymised and securely safe with the appropriate security measures in place, for a period of time of 2 years. GÉANT retains the other information provided by you in this survey, for a longer period of time, in order to improve the information, services and products provided to Research and Education Community. Please be aware that at any time you can request to access and to delete your personal data by e-mailing to nren-edu@lists.geant.org. For more detailed information, please consult our Privacy Notice.

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2. Contact Information

1. Your name

2. Your job title / work role

* 3. Organisation type

- [ ] National Research and Education Network (NREN)
- [ ] Higher Education Institution
- [ ] Vocational or Further Education
- [ ] Primary or Secondary Education Institution
- [ ] Charity or Nonprofit Organisation
- [ ] Commercial Organisation
- [ ] Other (please specify)

* 4. Name of your organisation

* 5. Country of your organisation (or if multiple countries, main office)

6. Email address

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3. Organisational overview related to education

* 7. Does your organisation provide education services and/or activities to education institutions beside digital infrastructure, network and network services (e.g. online learning, micro-credentialing, EduID, digital testing etc.)?

- ◯ Yes
- ◯ No

8. If your answer is "No", please specify the reason and how education services are managed within your country, and by whom.

(select all that apply)

- ☐ Education not within organisation remit
- ☐ Lack of resources (e.g. cost, time, staff)
- ☐ Other (f.ex. another organisation/entity is responsible for setting education strategy and delivering education services - please specify which one)

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4. Organisational overview of education services

You have indicated that your organisation is also delivering education activities and / or providing additional services to education institutions. The following questions will address your activities in more detail.

* 9. Which levels of educational institutions does your organisation support?

ISCED 2011 classification system (the UNESCO scheme for International Standard Classification of Education)

(select all that apply)

- [ ] Level 8 - Doctorate or equivalent level
- [ ] Level 7 - Masters or equivalent level
- [ ] Level 6 - Bachelors or equivalent level
- [ ] Level 5 - Short-cycle tertiary education
- [ ] Level 4 - Post-secondary non-tertiary education. This can include, f.ex., vocational training programmes
- [ ] Levels 2 and 3: Secondary education
- [ ] Level 1: Primary or basic education
- [ ] Level 0: Pre-primary education
- [ ] Other (please specify)

* 10. How are education services defined in your organisation?

(select all that apply)

- [ ] A. Services for teaching and learning (f.ex. D/VLE, LMS, videoconferencing, digital assessment and other services supporting teachers and students)
- [ ] B. Services targeted to administration and organisation of educational institutions (e.g. virtual campus, student management system, trust and identity services (eduID) and any other supporting the organisational aspects)
- [ ] D. Any education service beyond internet connectivity and digital infrastructure
- [ ] Other (please specify)

* 11. Are there dedicated teams / people responsible for the education services and/or activities within your organisation?

- ◯ Yes
- ◯ No
- ◯ I am not sure

* 12. How many people are working in teams related to education services and/or activities?

Number of internal people	
Number of external people	
If it is difficult for you to answer, please specify why	

13. Please provide a main contact of the person responsible for education services and/or activities within your organisation?

Please provide name and e-mail and confirm with any contacts you give that they are happy to be contacted by the GÉANT service; we will then confirm consent with individual/s using the contact details you have provided for them.

Name	
Job Title	
Email Address	
Phone Number	

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5. Type of and management of educational services

Please select the type and level of activities (See Glossary)

Initiative level: Informal joint exploration of an idea by an expert group. In most cases there is some investment to explore this initiative further, supporting the institution's participation in this initiative.

Project level: Formal joint follow up of an initiative with a project owner and a budget.

Service level: An integrated service implemented by the organisation.

Phasing out: The service is no longer required and is being closed down.

N/A - Not applicable (do not offer that service and/or not anymore and/or not yet)

* 14. Please select the level of maturity of educational services/activities that your organisation is doing.

	Initiative level	Project level	Service level	Phasing out	N/A
Digital Learning Environments (including LMS, repository, digital hubs or similar)	○	○	○	○	○
e-Content (proprietary, procured, in-house, open or any other form)	○	○	○	○	○
Online or blended education	○	○	○	○	○
Digital assessment (testing, electronic grading, proctoring, anti-plagiarism or similar)	○	○	○	○	○
Open badges, digital credentialing	○	○	○	○	○
Learning Analytics	○	○	○	○	○
Student Management System (admissions, records, finances, certificates and similar)	○	○	○	○	○
T&I for education (eduID, eduVPN or similar)	○	○	○	○	○

	Initiative level	Project level	Service level	Phasing out	N/A
Educational data mining and analytics	○	○	○	○	○
Videoconferencing for education	○	○	○	○	○
Support for Offshore students (either international or transnational)	○	○	○	○	○
In-house built tools for digital learning (specify which one in the Any other service not listed)	○	○	○	○	○

Any other service not listed?

* 15. Please select the level of education for each education services/activities your organisation delivers.

ISCED 2011 classification system (the UNESCO scheme for International Standard Classification of Education)

(select all that apply)

	Level 0 (Pre-primary)	Levels 1, 2 and/or 3 (Primary and Secondary ed)	Level 4 (e.g. vocational ed.)	Level 5 (Short cycle tertiary)	Levels 6-8 (Higher education)	N/A
Digital Learning Environments (including LMS, repository, digital hubs or similar)	☐	☐	☐	☐	☐	☐
e-Content (proprietary, procured, in-house, open or any other form)	☐	☐	☐	☐	☐	☐
Online or blended education	☐	☐	☐	☐	☐	☐
Digital assessment (testing, electronic grading, proctoring, anti-plagiarism or similar)	☐	☐	☐	☐	☐	☐

	Level 0 (Pre-primary)	Levels 1, 2 and/or 3 (Primary and Secondary ed)	Level 4 (e.g. vocational ed.)	Level 5 (Short cycle tertiary)	Levels 6-8 (Higher education)	N/A
Open badges, digital credentialing	☐	☐	☐	☐	☐	☐
Learning Analytics	☐	☐	☐	☐	☐	☐
Student Management System (admissions, records, finances, certificates and similar)	☐	☐	☐	☐	☐	☐
T&I for education (eduID, eduVPN or similar)	☐	☐	☐	☐	☐	☐
Educational data mining and analytics	☐	☐	☐	☐	☐	☐
Videoconferencing for education	☐	☐	☐	☐	☐	☐
Support for Offshore students (either international or transnational)	☐	☐	☐	☐	☐	☐
In-house built tools for digital learning	☐	☐	☐	☐	☐	☐

* 16. What is your main organisational strategy for developing these services/activities?

(select all that apply)

- ☐ In-house development
- ☐ Development in (project) partnership
- ☐ Market procurement
- ☐ Other (please specify)

* 17. Please assess the maturity of the processes of developing and delivering education services/activities in your organisation?

Based on Capability Maturity Model Integration - CMMI (Software Engineering Institute at Carnegie Mellon University, 2002-2018)

(select all that apply)

- [ ] Initial (processes unpredictable, poorly controlled and reactive)
- [ ] Managed (processes characteristic for projects and are often reactive)
- [ ] Defined (processes characteristic for the organisation and are proactive)
- [ ] Quantitatively Managed (processes measured and controlled)
- [ ] Optimising (focus on process improvement)
- [ ] Other (please specify)

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6. GEANTs' community collaboration interest

* 18. Do you collaborate with other organisations, such as NRENs, education institutions, public, private or charitable organisations, in developing and offering education services/activities?

- [ ] Yes
- [ ] No
- [ ] Depends on the service
- [ ] If you do collaborate, please state the partnering organisations

* 19. Would your organisation be interested in collaborating on specific services/activities:

(select all that apply)

	No - out of scope	Yes - interested in knowledge sharing	Yes - interested in a joint development activity (partnership)	Yes - interested in a joint procurement
Digital Learning Environments (including LMS, repository, digital hubs or similar)	☐	☐	☐	☐
e-Content (proprietary, procured, in-house, open or any other form)	☐	☐	☐	☐
Online or blended education (in your NREN country or transnational - outside of it)	☐	☐	☐	☐
Digital assessment (testing, electronic grading, proctoring, anti-plagiarism or similar)	☐	☐	☐	☐
Open badges, digital credentialing	☐	☐	☐	☐
Learning Analytics	☐	☐	☐	☐

	No - out of scope	Yes - interested in knowledge sharing	Yes - interested in a joint development activity (partnership)	Yes - interested in a joint procurement
Student Management System (admissions, records, finances, certificates and similar)	☐	☐	☐	☐
Educational data mining and analytics	☐	☐	☐	☐
Videoconferencing for eduction	☐	☐	☐	☐
Support for Offshore students (either international or transnational)	☐	☐	☐	☐
In-house built tools for digital learning (specify which one in Any other service not listed box)	☐	☐	☐	☐

Any other service not listed?

* 20. Please indicate if you are interested in joint collaboration and information sharing:

(select all that apply)

- ☐ Yes, in learning what other NRENs and their partners offer as additional services to education institutions.
- ☐ Yes, in joining the Task Force on Education Services and Activities (TF-EDU) (please add me to the mailing list).
- ☐ No, currently out of scope.
- ☐ Other (please specify)

* 21. Please indicate if you are interested in joining the following TF-EDU subgroups:

(select all that are of active interest)

- [ ] Digital Assessment subgroup
- [ ] Videoconferencing in Education subgroup
- [ ] Learning Management System subgroup
- [ ] Learning and Data Analytics subgroup
- [ ] Schremm II short term subgroup
- [ ] No, currently out of scope.
- [ ] Any other subgroup (please propose a new one)

22. What kind of topics would you like to see TF-EDU address?

23. The impact of the COVID-2019 pandemic: Reflections on 2020 and future planning for teaching and learning

Reflecting on 2020: What happened to your organisation in 2020?

Reflecting on 2020: How did your organisation respond?

Planning for 2021: What will you take forward into 2021?

Horizon planning: What will you take forward longer term? What timescales/horizons are you working to (immediate, medium term or ten years)?

24. Any other suggestions or comments?

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7. Thank you!

Thank you for taking the time to complete this survey! We very much appreciate your input to create a comprehensive overview of the NRENs interest area in the field of education.