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Stakeholders' Questionnaire

Dear Participant,

In order for the Methods (**Modernization of Teaching Methodologies in Higher Education: EU Experience for Jordan and Palestinian Territory**) Project to effectively determine the current status of the use of Information and Communication Technology (ICT) in the market place; we are conducting this survey to understand the level of ICT skills our fresh graduates possess that enables them to meet the current job market needs. More specifically, we would like to investigate the impact of employing a university graduate with ICT skills on the overall performance of his/her job and the operation and success of your organization. Your response to this survey as a stakeholder is crucial in providing the necessary information to formulate a useful teaching methodology at higher education institutes in upcoming years.

The aim of this survey is to determine to what extent the university graduates have contributed successfully to your organization. We would like to determine the percentage of ICT skills that university graduates who are currently employed at your workplace have right now. In addition, your assessment of the experiences and qualification of the university graduates will provide beneficial information to our Erasmus+ Programme research project named "Methods" which is funded by European Commission.

Please feel free to include any additional comments you deem necessary or relevant to improving the research project. Your response and time is greatly appreciated.

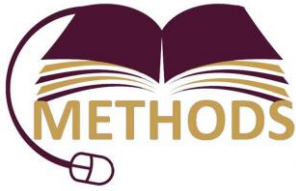
Thank you in advance for your participation, assistance, and valuable input!

Sincerely,

METHODS Team

Erasmus+ Programme

Project Number: 561940-EPP-1-2015-1-JO-EPPKA2-CBHE-JP



Market Survey

- What would make you hire a fresh graduate student and why?
- What competencies should be acquired by the students in order to convince you as an employer to appoint them?

(1) What type of business does your company represent?

- Information Technology
- Educational online courses development
- E-Content Security
- Others (please specify)

(2) Please indicate the size of your company.

- 0-50 50-100 <500
-

(3) What is your role in the company/organization?

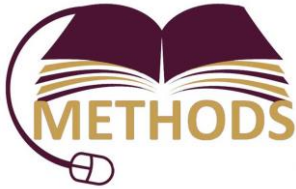
- President
- Executive Management
- Project Manager
- IT/ICT Specialist
- Software Engineer
- Other (please specify)

(4) Do you think that utilizing ICT in business processes at your organization is a priority?

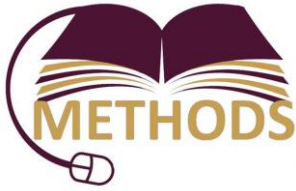
- Very high High Some what Low No priority

(5) What kinds of technologies are most relevant for your organization?

- Customer Management System (CRM)
- Business Performance Management(BPM)
- Decision Support System (DSS)



- Management Information Systems (MIS)
 - Office Automation
 - Other (please specify below)
- (6) **Have your organization been directly involved in technology assessments at your company/organization?**
- Many times
 - In some cases
 - One or two cases
 - Never
- (7) **Has your organization dedicated ICT resources (Hardware, Software) available to help its employee to accomplish their work?**
- Very high
 - High
 - Some
 - Very little
 - None
- (8) **Have staff from your organization participated in particular activities aiming at improving their knowledge on ICT methodologies?**
- Many times
 - In some cases
 - One or two cases
 - Never
- (9) **What do you see as the main needs in your organization to more effectively get involved in ICT processes?**
- Increase knowledge on ICT methodologies
 - Increase the resources/time available for staff
 - Improve training on online curriculum/course/ module design
- (10) **What type of improvements does your organization seek in order to utilize ICT in business processes and daily tasks successfully?**
- Provision of adapted training for organization's staff
 - Access to training manuals for dissemination at your organization
 - Expansion of training on online curriculum/course/ module design



Other (please specify)

(11) Is there in your organization an established procedure for consulting online education developers on the utilization of ICT in education?

- Yes, extensively
- Yes, to a limited extent
- On an ad hoc basis only
- Never

(12) In the case online education developers are consulted, which of the following categories are included in such consultations?

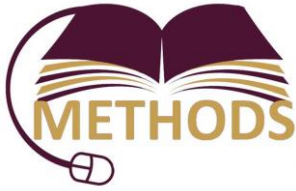
- Online curriculum
- Online courses
- Module design
- None are consulted
- Other (please specify)

(13) What objectives as to why online education developers' consultations might add to the using of technology in education?

- To develop an online educational courses platform (Massive Open Online Courses)
- To develop curriculum design for online courses
- To improve the quality of educational services provided for students/staff
- To evaluate the e-content of online courses
- Other (please specify)

(14) Overall, as an employee, how satisfied are you with the computing and computer networking services offered by your organization?

- Very Satisfied
- Satisfied



Not at all Satisfied

(15) Overall, how satisfied are you with the ICT user support services available at your organization?

Very Satisfied

Satisfied

Not at all Satisfied

(16) How helpful has the information technology environment been in teaching/learning and curriculum design engagements in your organization?

Very Helpful

Helpful

Not at all Helpful

(17) How do you evaluate the ICT skills of the fresh graduates whom hired at your organization in terms of:

- Email (e.g., read mail, send mail, forward mail, securely attach documents, save mail)

Need Basics

Need Refresher

At Mastery Level

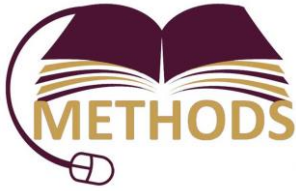
- Personal digital assistant (PDA) use (e.g., basic functions, synchronizing with desktop, power management, updating knowledge sources)

Need Basics

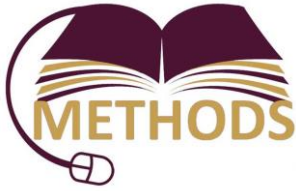
Need Refresher

At Mastery Level

- File functions (e.g., create files, create folders, move/copy files, search for files in folders)



- Need Basics**
 - Need Refresher**
 - At Mastery Level**
-
- Outlook functions (e.g., calendar, tasks, contacts, notes, email)
 - Need Basics**
 - Need Refresher**
 - At Mastery Level**
-
- Word processing and spreadsheet functions (e.g., create and save a new document, check spelling, cut/copy and paste document content, enter data, use formulas, create a chart)
 - Need Basics**
 - Need Refresher**
 - At Mastery Level**
-
- Internet (e.g., access Web sites, use a Web browser, save favorites, use a search engine, access medical bibliographic references)
 - Need Basics**
 - Need Refresher**
 - At Mastery Level**
-
- Tablet PC functions (e.g., invoke pen, change color/highlight, erase, handwriting recognition)
 - Need Basics**
 - Need Refresher**



At Mastery Level

- Document scanner

Need Basics

Need Refresher

At Mastery Level

- Online marketing

Need Basics

Need Refresher

At Mastery Level

- Social media

Need Basics

Need Refresher

At Mastery Level

- Online module design

Need Basics

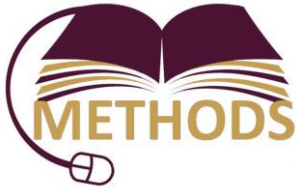
Need Refresher

At Mastery Level

(18) To what extent do you agree or disagree with the following statements about your organization's ICT service?

- Employees of the organization demonstrate a willingness to help customers regarding ICT services.

Strongly Agree



- Agree
- Disagree
- Strongly Disagree

- Employees of the organization demonstrate knowledge and expertise in ICT services.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

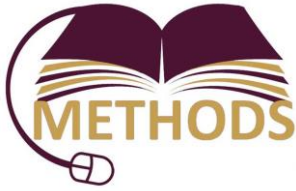
- The organization makes information easily available on its Website.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

- (19) In your own opinion (as an owner or a manager), what will motivate you to hire a university graduate at your organization most of all?**

- Holding professional IT/ICT certificates
- Having a high GPA
- Attending many professional training
- Having several ICT courses
- Having outstanding ICT skills
- Other (please specify)

- (20) If your university graduates staff are not doing well at their work, what will make**



them reinforced?

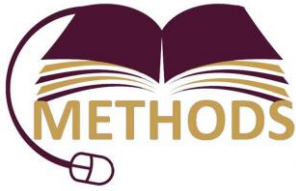
- Provide them with an immediate feedback
- Improve work conditions
- Apply a turnover policy
- Provide them with a specialized intensive training
- Other (please specify)

(21) As an employer, what type of ICT training you had to provide to fresh graduates who are hired at your organization in order for the new employee to perform his/her job?

- Introductory level
- Intermediate level
- Advanced level
- Very advanced level

Improvements and Suggestions

Are there additional comments you would like to make about ICT services at your organization?



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Optional Contact Information

Name:

Title:

Address:

Email:

Phone:
