

1.

Background

Institutions delivering education (e.g. universities, colleges and schools) deliver and utilise a wide range of educational services. The skills and experiences of using such educational services, however, can vary significantly. There are significant opportunities for a collective and collaborative European and global approaches to educational services and activities; GÉANT's Task Force for Education (TF-EDU) has been established to facilitate and coordinate such activities.

TF-EDU has been active since 2020, and in the latter few years has run an annual survey of its members to collect information on educational services and activities. Details of the previous surveys can be found here: ([2019](#), [2020](#), [2021](#)). The survey is targeted at a global audience of (National) Research and Education Networks ((N)RENs) as well as any education institutions. The survey responses will help us better understand educational services your organisation delivers or utilises in addition to your future plans on the next generation of services. The outputs of this survey will be discussed at GEANT's [TNC22 conference](#) and will be available through the [TF-EDU](#) [wikipage](#).

To understand what we mean by educational services and activities, please see our [Glossary](#).

The survey collection will run until 15 March 2022. The survey is 22 questions long and we estimate will take no more than 15 to 20 minutes to complete.

If you have any further questions, please contact nren-edu@lists.geant.org.

All questions are available in a pdf format for your reference.

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](#).

2. Contact Information

1. Your name

2. Email address

3. Your job title / work role

* 4. Organisation type

- (National) Research and Education Network ((N)REN)
- Higher Education Institution
- Vocational or Further Education
- Primary or Secondary Education Institution
- Charity or Non-profit Organisation
- Commercial Organisation
- Other (please specify)

* 5. Name of your organisation

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

Other (please specify)

3. Organisational overview related to education

* 7. Does your organisation provide educational services and 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 why, how educational 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 educational services - please specify which one)

4. Organisational overview of educational 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. Are there dedicated teams / people responsible for educational services and activities within your organisation?

- Yes
- No
- I am not sure

* 11. How many people work in teams related to educational services and activities?

Number of internal people

Number of external people

If it is difficult for you to answer, please specify why

12. Please provide the main contact responsible for educational services and 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

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)

* 13. Please select the level of maturity of educational services and 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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e-Content (proprietary, procured, in-house, open or any other form)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online or blended education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital assessment (testing, electronic grading, proctoring, anti-plagiarism or similar)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Open badges, digital credentialing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Learning Analytics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Management System (admissions, records, finances, certificates and similar)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
T&I for education (eduID, eduVPN or similar)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Educational data mining and analytics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Videoconferencing for education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for Offshore students (either international or transnational)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In-house built tools for digital learning (specify which one in the Any other service not listed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any other service not listed?

14. Do you have a strategy for developing these services and activities?

- Yes
- No
- I am not sure

15. If your answer is 'Yes', please provide link to your strategy.

* 16. What are the mechanisms to deliver the development of educational services and activities?

(select all that apply and rank selected options in the order you prefer using drag-and-drop)

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

6. GEANTs' community collaboration interest

* 17. Do you collaborate with other organisations, e.g. other (N)RENs, education institutions, public, private or charitable organisations, in developing and offering educational services and activities?

Yes

No

Depends on the service

If you do collaborate, please state the partnering organisations

* 18. Would your organisation be interested in collaborating on specific services and 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)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e-Content (proprietary, procured, in-house, open or any other form)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online or blended education (in your NREN country or transnational - outside of it)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital assessment (testing, electronic grading, proctoring, anti-plagiarism or similar)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Open badges, digital credentialing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning Analytics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student Management System (admissions, records, finances, certificates and similar)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Educational data mining and analytics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Videoconferencing for education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for Offshore students (either international or transnational)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In-house built tools for digital learning (specify which one in Any other service not listed box)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any other service not listed?

* 19. 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 Educational Services and Activities (TF-EDU) (please add me to the mailing list).
- No, currently out of scope.
- Other (please specify)

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

(select all that are of active interest)

- Digital Assessment
- Videoconferencing in Education
- Learning Management System
- Learning and Data Analytics
- Schremm II short term
- Other (please specify)

21. Reflections on 2021 and future planning for teaching and learning

Reflecting on 2021: What

happened to your organisation in 2021?

Reflecting on 2021: How

did your organisation respond?

Planning for 2022: What

will you take forward into 2022?

Horizon planning: What

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

22. Any other suggestions or comments?

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 (N)RENs interest area in the field of education.