

1.

### **Background**

**Institutions delivering education (e.g. universities, colleges and schools) deliver and utilise a wide range of education services. The skills and experiences of using such education services, however, can vary significantly. There are significant opportunities for a collective and collaborative European and global approaches to education 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 education services and activities. Details of the previous surveys can be found [here](#). 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 education 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 TNC24 conference and will be available through the [TF-EDU wikipage](#).**

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

**The survey collection will run until 1 May 2024. The survey is 20 questions long and we estimate will take around 20 minutes to complete.**

**If you have any further questions, please contact [nren-edu@lists.geant.org](mailto: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-mai**

## 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)

NRENs education services and activities 2024

3. Organisational overview related to education

\* 7. Does your organisation provide education 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 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 services and activities. 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 education services and activities within your organisation?

- Yes
- No
- I am not sure

11. How many people work in teams related to education 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 education 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**

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5. Type of and management of education 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 education 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 courses on different topics (offered to your members/users)	<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 and/or educational data mining	<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"/>
Trust and Identity for education (eduID, eduVPN or similar)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Videoconferencing and other multimedia for education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
AI services (access to LLMs or any other tool)	<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. Does your organisation have a strategy for developing/offering education services?

- Yes, we have it as a standalone document
- Yes, embedded in our organisational strategy
- No, we do not have strategy for developing/offering of education services
- I am not sure

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

\* 16. How do you develop/offer education services?

(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 (for your NRENs portfolio)
- Negotiating procurement for commercial products (sector wide deals on behalf of your member institutions)
- I am not sure
- Other (please specify)

NRENs education services and activities 2024

6. GEANTs' community collaboration interest and reflections

\* 17. 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 courses on different topics (offered to your members/users)	<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 and/or educational data mining	<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"/>
Trust and Identity for education (eduID, eduVPN or similar)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Videoconferencing and other multimedia for education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AI services (access to LLMs or any other tool)	<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?

18. Please list the topics you would like to see addressed at TF-EDU events.

(select all that are of active interest)

19. Reflections on 2023 and future planning

**Reflecting on 2023:**

Which services were the most needed and used? Which ones were the least?

**Reflecting on your plans for 2024:** What

are the most significant changes you want to make in this year regarding edu services?

**Horizon planning:**

What services and strategies will you take forward longer term?

20. Any other suggestions or comments?

NRENs education services and activities 2024

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.**