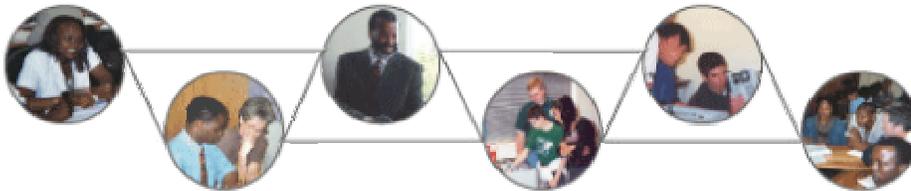


NetTel@Africa, Fifth Quarterly Progress Report, 1 June 2003 - 31 August 2003

Center to Bridge the Digital Divide, Washington State University

***Network for Capacity Building and Knowledge Exchange in
the Telecommunications Sector (NetTel@Africa)***

CBDD



We Help People, Communities and Institutions Apply Information Technologies

Fifth Quarterly Progress Report to Internews Network

1 June 2003 to 31 August 2003



**INTERNEWS Associate Award No. GDG-A-00-02-00008-00 under the Leader with
Associates Cooperative Agreement No. GDG-A-00-01-00009-00**

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dot-GOV Associate Award No. GDG-A-00-02-00008-00, Internews Network

Network for Capacity Building and Knowledge Exchange in the Telecommunications Sector (NetTel@Africa)

I. INTRODUCTION

This Fifth Quarterly Report (1 June 2003 – 31 August 2003) provides an update of the four NetTel@Africa components: Training Program in ICT and telecommunications policy and regulation; Peer-to-Peer Exchanges; Community-to-Community Network; and Research on how ICT policies impact other sectors. Also provided are issues to be handled in the near future. Previous quarterly reports as well as weekly reports are available at <http://cbdd8721.cahe.wsu.edu/> (click on Nettel).

This report presents developments in the NetTel@Africa Program following the first NetTel Safari held in Gaborone, Botswana (26 May – 6 June 2003). Since the first NetTel Safari, the project has undergone a maturation process and has more clearly defined how the Post Graduate Diploma Training Program will roll out in early 2004.

Box 1. NetTel@Africa Components

The Africa-based **Training Program in ICT Policy and Regulation** includes: development of ten courses at the basic level for the post-graduate diploma and ten courses at the advanced level for the master's degree at African universities; training for faculty members and their teams on the use of the Knowledge Environment for Web-based Learning (KEWL); and development of academic programs in telecommunications at the graduate diploma and masters' levels.

The **Peer-to-Peer (P2P)** exchanges focus on three types of relationships among and between Africans and their non-African peers: academic-to-academic (closely tied to the training program above); regulator-to-academic (linked to the training program); and regulator-to-regulator (fostering reciprocity agreements for training and knowledge sharing between regulatory bodies in Africa and the U.S.)

The **Community-to Community (C2C) ICT Application** networks demonstrate the relationship between telecommunications policy and regulations with key sectors critical to the economic development process, particularly education. The C2C networks will help policy makers and regulators understand the concrete ICT applications and implications of legislation on universal access policies and funds.

The **Research Program** focuses on monitoring and evaluating the progress of the Training Program and also provides a mechanism for collecting and analyzing new content that will feed the various courses that compose the Training Program.

II. PROGRESS ON PROJECT COMPONENTS

1. Training Program in Telecommunications Policy and Regulation

A. Summary of Fifth Quarter Accomplishments (1 June-31 August 2003)

i. Course Development

[June] A number of modifications on the NetTel course materials, design and learning activities shared with the Course Development Teams. An aggressive timeline for these course modifications is being implemented as a way to capitalize on the momentum achieved during the NetTel Safari. Driving this timeline is the goal to be ready for course roll-out in October 2003, although it is not expected that any of academic partners will actually offer the program to their students until January 2003.

[June] Enabled “editorial privileges” for course developers on KEWL.

[July] Significant work with Course Developers included:

- Additional content posted to the www.nettelafrika.org web site that supports the NetTel Telecoms Safari.
- Teleconferences held with some of the course developers regarding the upcoming NetTel meeting to be held in Pretoria, South Africa (1-5 September).
- Course developers encouraged to continue seeking additional training and resource development from the international policy and regulation community.
- Pdf files of reading materials mined from the Internet and sent to course developers for review. This should serve to enrich course content and add more specific and pertinent data to course materials.

[July-August] Additional work with Course Developers included:

- Email announcements of upcoming meeting for academics (31 Aug-5 Sept 2003).
- Updates on existing sub-agreement budgets, as well as expenditures.
- Planning for the NetTel Safari (aka Telejamboree) to be hosted in Nigeria (Nov 3-8, 2003) by the Nigerian Communications Commission (NCC).
- Planning for the NetTel Safari (aka NetTel Rally) to be hosted in Uganda (Nov 22-28, 2003) being planned with Uganda Communications Commission (UCC) and Makerere University.
- NetTel’s academic partners continue their work on implementing suggested changes.
- Concentrated effort on developing TR510 was made by Makerere University’s Dr. Tusubira and UDSM’s Dr. Twaakyondo.
- Richard Mwanza and Marcia Wilson prepared and distributed letters of invitation to course developers to attend the Aug 31 – 5 September meeting to be held in Pretoria. In addition, a draft agenda for the course developers meeting was developed.

ii. Geographic Expansion

[June] Maria attended the Capacity Building Workshop for Association of Regulators of Information and Communication in East Africa (ARICEA) on June 9 and 10. At the end of the workshop NetTel@Africa endorsed as one of the conduits for the implementation of the Capacity Building Strategy and African Capacity Building Network.

[June] Nigerian Communications Commission hosted a NetTel@Africa Implementation Task Force Meeting – June 23 - 24, 2003. Nigerian Computer Society, Nigerian IT Professionals in the Americas (NITPA), National Information Technology Development Agency (NITDA), the Nigerian Universities Council (NUC), University of Nigeria at Nsuka, University of Lagos, University of Joos, and OAU-Ife, telecoms operators from the private sector, and Association of Telecommunications Companies of Nigeria attended the meeting. The agenda for the meeting follows the agreement made at the February Workshop to drive the process of implementing NetTel@Africa for Nigeria. In addition to the 10 courses in ICT policy and regulation, Nigeria will add content to NetTel (electives). The notion is to do a certificate in telecommunications management and knowledge management. Tentative new courses include:

- Environmental issues/challenges in telecoms
- Information systems and development
- Technology management: acquisition and maintenance
- Database management and data warehousing
- Project management

Manny Aniebonam (NITPA) and Taiwo Ogunleye (OAU-Ife) visited the 4 universities after the meeting to ascertain interest and whether minimal criteria set out during the taskforce meeting would be met.

[July] Assistance provided to DFID/CATIA to work on their implementation plan for the expansion of NetTel.

[August] A SWOT assessment of NetTel was initiated by Dr. Tsubira chosen to be Team Leader of the DFID/CATIA funded expansion of NetTel. The results of the SWOT will be used for deepening NetTel as well as geographic expansion.

iii. Quality Assurance Reviews

[June-July] Course feedback collected during the NetTel Telecoms Safari (Gaborone, Botswana) was compiled and distributed to course developers. This required the aggregation of comments captured on video, written feedback forms, and notes taken during the NetTel Telecoms Safari.

[July-August] Feedback on KEWL content and summaries of comments from the videos were distributed to course developers and members of NetTel's leadership (Coordinators,

Directors and QAR Team). Also available at:

http://cbdd.wsu.edu/networks/Resource_Files/GaboroneSafari2003/feedback/

[June-July-August] Analytical work on the gaps and overlaps in the NetTel curriculum were undertaken by the University of Colorado. This process, which was begun in mid spring, is an ongoing effort and responds to the evolving content in the curriculum. Expected date of delivery for this analysis is 19 August 2003.

B. Future Actions for the Training Program

i. Course Developers Meeting, (August 31 – September 5)

[Sept] A meeting for the course developers has been planned for September 1-5 to be held in Pretoria. The purpose of this meeting is to conclude the on-going discussions about reciprocity agreements covering schedules, course delivery, and other aspects of the post-graduate diploma and Masters degree programs.

ii. NetTel Safaris in Nigeria and Uganda

[November] Initial planning has made for the launch of two regional NetTel Telecoms Safaris, one to be hosted by WATRA in Abuja (3-8 November 2003), and the second to be hosted by ARICEA in Kampala (22-28 November 2003). These two meetings were requested by the hosting associations, both of whom had representatives attending the NetTel Telecoms Safari (Gaborone, Botswana) and felt that their regions would benefit from a similar training event.

2. Peer-to-Peer (P2P) Exchanges and Network

A. Summary of Fifth Quarter Accomplishments (1 June-31 August 2003)

i. NetTel Safari P-2-P Networking Opportunities

[June] During the NetTel Safari, there were many connections made between regulators from different countries. There were approximately 25 members from the ICT & telecommunications regulatory community at the NetTel Safari. The Coordination Team is contemplating how the NetTel network can support the development of these connections into sustainable professional relationships. If it is possible to help strengthen these P2P relationships that spawned during the NetTel Safari, then the P2P Network will have taken a major step forward.

[July] Dialogue continued with the representatives from the US regulatory community who attended the NetTel Telecoms Safari in Gaborone, Botswana. Specifically, Bill Gillis visited with Commissioner Thompson from the Alaska PUC concerning a follow-up activity to take place at the next NARUC meeting (Denver, CO).

ii. African Partners and U.S. Peers

[July] Bill Gillis attended NARUC summer meeting in Denver, July 29 and 30 for purposes of continued information and encouragement of US regulators on participation within NetTel peer-to-peer activities. On the morning of June 30, Bill participated along

with Commissioner Nan Thompson (AL), Commissioner Brett Perlman (TX), Jim McConnaughey (NTIA) and Brad Ramsay (NARUC) in a panel to the NARUC Telecom Committee describing the recent Gaborone Safari experience. Commissioner Thompson is enthusiastically taking on an ad hoc role of coordinator of interested US regulators. Her enthusiasm is excellent as she is a senior and well respected Commissioner within NARUC. She is collecting names of both regulators willing to travel and those willing to provide specific subject matter expertise in other formats. We have compiled a fairly good list of potential Commissioners for November Safari's.

[August] Progress was made on planning the NetTel-related training events to be hosted separately by ARICEA and WATRA.

[August] Efforts to enlist wider support from US regulators to participate in NetTel's P2P program were successfully implemented by Commissioner Nanette Thompson (Alaska) during a recent NARUC meeting in Denver, CO. Nan has identified at least four more individuals who are interested.

[August] Mr. Cedrick Muleya (course developer from the University of Western Cape) and Dr. Bill Gillis (WSU CBDD) attended a Camp NARUC training program hosted by Michigan State University. Bill attended as a resource speaker.

B. Future Actions for Peer-to-Peer Exchanges and Network

i. P-2-P Network

[July] Internal discussion was held concerning the name "Peer to Peer." The observation was made that "Peer to Peer" has a different meaning at NARUC than what NetTel is actually setting-up. An alternative name is being brainstormed.

ii. U.S. Regulators

[August] Commissioner Copps from FCC appears interested in scheduling a trip to Africa, probably to visit ICASA in South Africa and to do a telecommunications 101 workshop for Nigerian legislators, judges and lawyers sometime in November. Paul Margie, his legal advisor is likely to accompany him.

iii. Human Resources for Future NetTel Safaris

[August] Billy Jack Gregg, Consumer Advocate from West Virginia would be an excellent resource for one of the NetTel Safaris. He was on Bill Gillis' Rural Task Force on Universal Service as the NASUCA representative (National Association of State Utility Consumer Advocates). He presently is a member of the Federal State Board on Universal Service and very active in leadership nationally on both consumer and universal service issues. Also would be good to make the connection to NASUCA, which is the equivalent of NARUC on the national consumer advocate side.

3. Community-to-Community (C2C) ICT Applications Networks

A. Summary of Fifth Quarter Accomplishments (1 June-31 August 2003)

i. Network for Teaching, Learning and Technology

[June] On his way to and from the NetTel Safari, Bill Gillis (WSU-CBDD Director) paid visits to strategic partners as a way to expand the C2C Network. His efforts prompted continuing dialogue with the University of Wits and the Ministry of Education in RSA.

[July] Planning was made for an upcoming visit by educators from South Africa to Washington State University under the Connecting Schools and Communities.

ii. 4H – T4

[July] Steps were taken toward finalizing a proposal for an African-based teen technology build that would be based on the CBDD's 4H-T4 program.

iii. Knowledge Exchanges and Learning Partnerships (KELP)

[August] Kevin Hayes, USAID Distance Learning Advisor and Maria Beebe visited with the KELP partners at the University of Zululand and University of Fort Hare.

Noteworthy: University of Zululand is utilizing video conferencing between the main campus and the Durban Umlazi campus and with Chicago State University, University of Georgia and Redford University. Fort Hare has succeeded in getting the university to accept final thesis as CDs, student management of the agricultural IT lab, and getting training in online assessment.

[August] Prof Peter Franks reports progress on the African Management website, online course development programme for Faculty of Management Sciences and Law, and the addition of 3 large computer laboratories in the main campus.

iv. Possible e-Learning Institute@CBDD

[August] Plans to do an e-Learning Institute@CBDD initiated.

B. Future Actions for the Community-to-Community Networks

i. Network for Teaching, Learning and Technology

[August] Plans for a larger-than-expected party from RSA are being arranged. The program that focuses on training teachers in effective use of educational technology is sending to Washington State a group of education professionals from South Africa. This C2C visit will provide opportunities for the exchange of ideas, practices and the development of future plans. This activity is focused on improving teacher training and teacher training colleges and institutes. The Network will improve student achievement by employing the best teaching and learning practices from classrooms in the U.S. and South Africa. The University of Witwatersrand and WSU CBDD will collaborate to share expertise among faculty to create a common knowledge base, work on the training of teacher-trainers, and initiate collaborative activities among students. This Network

helps support the NetTel@Africa activities because it deliberately brings teaching and learning through the Internet into teacher training and student learning.

ii. 4H – T4

[July] The WSU CBDD has been discussing with South Africa Technikons concerning the adoption of the successful “4-H T4” (Today’s Teens Teaching Technology) program active in Washington State. The program involves 4-H teens learning from other teens and adult partners on how to build computers, troubleshoot computer problems, work with various software, Internet ethics and safety, learn digital applications, and teach other youth and adults about computers, providing a valuable community service. If there is sufficient interest by South African Technikons, then WSU faculty will help adopt the program to an African context.

iii. KELPs

[October] University of Pretoria’s School of Public Management and Administration (SPMA) is holding its 10th anniversary. The event might include teaching with ICT innovation awards.

[2004] Global-Local Management conference to be hosted by the University of the North in April 2004.

University of Fort Hare to schedule African Ecology course with Ohio State University and discussions for an agribusiness diploma with South Carolina State University and Ohio State University.,

4. Research Component

A. Summary of Fifth Quarter Accomplishments (1 June-31 August 2003)

i. Case Studies for ICTs in Africa

[9-13 June] During the NetTel Safari, there were many calls by the various African regulatory bodies for the development of “Africa-centric” case studies for ICT and telecommunications regulation. This call has been heard by many of the academics who are planning to design learning activities that enable their students to develop these case studies as learning tasks and which would be incorporated as resource materials.

ii. New ICT/Telecommunications Research Ventures

[June-July] An annotated outline for a NetTel@Africa book was drafted and circulated among a development team for comments. The full editorial team has not yet been formed. Currently the development team consists of the NetTel Coordinators (UDSM), the Executing Agency (WSU), and the KEWL Team (UWC). The outline will be shared among the wider NetTel community. The current plan calls for each of the course developers and representatives from selected stakeholder groups to contribute a 5 to 10 page case study.

iii. AfricaDotEdu

[August] Finally, the AfricaDotEdu book is out; published by Tata McGraw Hill. Copies of books shipped to the Center for mailing to sponsors and contributing writers.

iv. Funding Opportunities

[August] The NSF grant application was declined due to the research proposal being too broad and descriptive. Nearly fifteen hundred applications competed for this funding. Building on this experience, the CBDD is actively redrafting the research design and pursuing new funding opportunities.

B. Future Actions for the Research Component

i. New Telecommunications Research Ventures

Two book ideas have been planned. The first is a book documenting the NetTel experience to date; the second is an e-textbook for the NetTel curriculum.

ii. Research Initiatives

Ideas for new research initiatives were discussed:

- A social-linguistics study on accomplishing work through talk speech patterns among NetTel's regulatory and academic partners.
- A future research study on African ICT policy and regulation.
- Development of an independent EFR study among regulatory members of NetTel@Africa.
- AfricaDotGOV: IT, Policy and e-Government

III.WSU MANAGEMENT/UDSM COORDINATION

1. WSU Management

A. Fifth Quarter Accomplishments (1 June-31 August 2003)

An emergent issue of concern is the use of e-mail communication. It is becoming apparent that not all NetTel partners receive all messages due to system outages and the purging of overflowing email "boxes". As a solution, the CBDD is developing a web-enabled list-serve and discussion forum that will archive key NetTel email traffic. It is expected that this solution will be in place sometime during the week of 18 August 2003

Also, the CBDD is currently working on a few unresolved invoices from NetTel sub-agreements. In all cases, additional documentation is required in order for WSU to proceed with payment.

B. Future Actions for WSU Management

During the next quarter, the NetTel management team at WSU will focus on two opportunities to pilot test the NetTel curriculum. The first opportunity is with the Nigerian Communications Commission (NCC), which has offered to co-sponsor a training event similar to the first NetTel Safari to take place in Abuja, Nigeria. The second opportunity for a NetTel Safari will be held in Uganda. These Sixth Quarter activities will likely offer a rich source of evaluative comments of the NetTel curriculum. Building on these “Safaris”, the NetTel management team at WSU will continue with the quality assurance process (with a peer review as a final step) aimed at getting each of the Post Graduate Diploma courses ready for implementation in early 2004.

To ensure that financial reporting requirements are met and to discuss second and third year budget requirements, CBDD will schedule a TDY for Chris Eder to visit all NetTel partner universities, including 4 KELP partner universities.

2. UDSM Coordination

A. Fifth Quarter Accomplishments (1 June-31 August 2003)

- Draft reciprocity agreement circulated for comments
- Draft brochure circulated for comments

B. Future Actions for UDSM Coordination

- Circulate reciprocity agreement for signatures by VC.
- Revamp expert database.
- Finalize draft prospectus.

IV. PROJECT DIRECTOR FINAL NOTES

Wisdom is like a baobab tree; no one individual can embrace it. (African proverb)

For the training programme on ICT policy and regulation, the just completed fifth quarter focused on getting content from the course developer’s minds onto KEWL. With more tangible content that could be assessed, the upcoming sixth quarter will continue to emphasize quality assurance for eLearning delivery. This will require the preparation of two rubrics: (1) assessment of the eLearning design and (2) assessment of content.

The assessment of the eLearning Design will look at (a) Learner Support and Resources; (b) Online Organisation and Design; (c) Instructional Design and Delivery; and (d) Assessment and Evaluation of Student Learning. The quality of content rubric will look at 4 aspects: (a) scope, (b) depth and rigor, (c) interdisciplinary design, and (d) academic integrity. Each course will be reviewed for learning outcomes, eLectures, learning tasks, and learning assessments and the ten courses will be reviewed as a whole programme on ICT policy and regulation.

To help with the eLearning aspects, Bob Spear (University of Maryland) and Kevin Hayes (USAID Distance Learning Advisor) will be invited to the Course Developers

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working session in early September as well as do site visits with a few partner institutions.