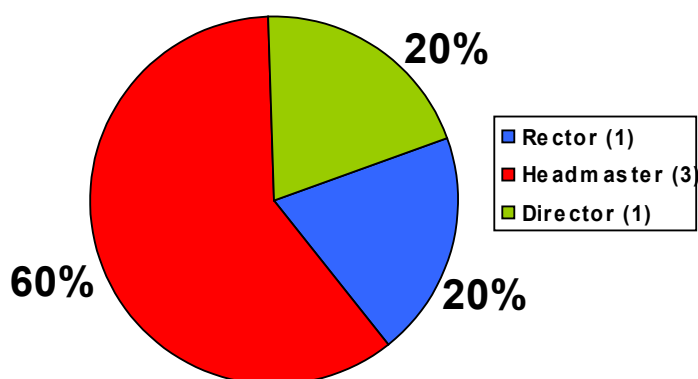


## Schools Online Feedback System

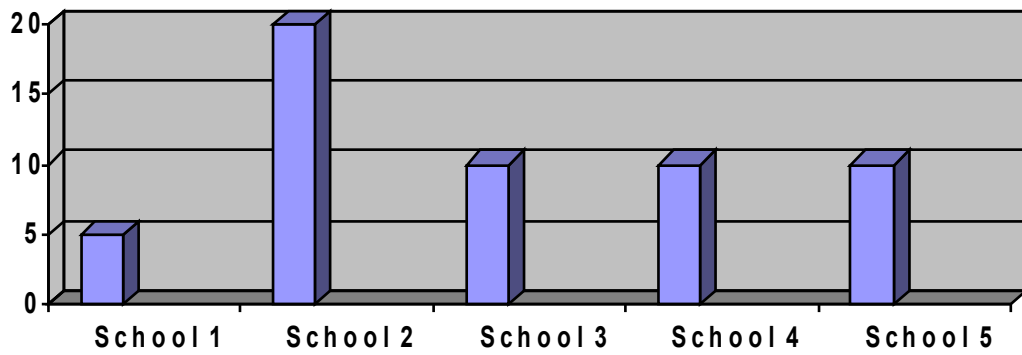
### Uganda Pilot Findings

*The following are the results from a pilot survey of schools that have received Camara computers. Twelve schools were e-mailed in January 2009, and requested to complete our online survey. Based on the preliminary results, the survey has been modified and will be sent to all of our schools later in the year.*

1. The first finding of the survey was that of the twelve e-mails sent, only six were opened. This suggests that many of the e-mail addresses that had been collected are rarely used or defunct.
2. The fact that five of the six e-mails opened led to survey responses is positive in that it suggests that there will be a high proportion of respondents when the survey is sent to all of the Camara schools.
3. All respondents were high-level officials within their schools.

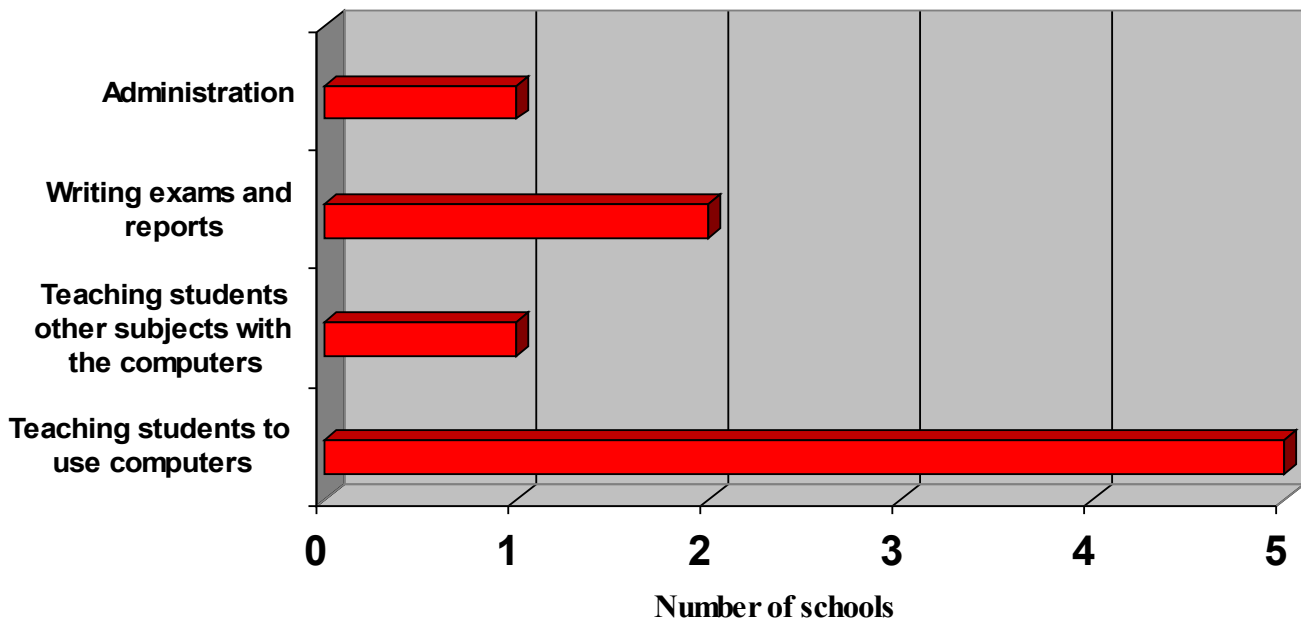


4. The schools received the following number of computers.

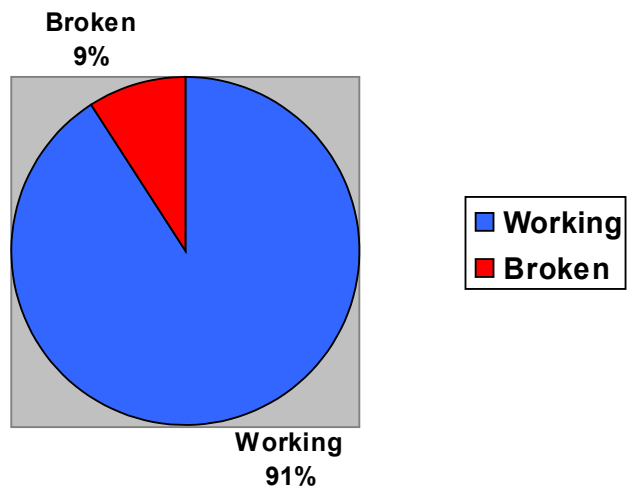


5. All five schools received the Camara computers in 2008.

6. The schools use the computers for the following purposes

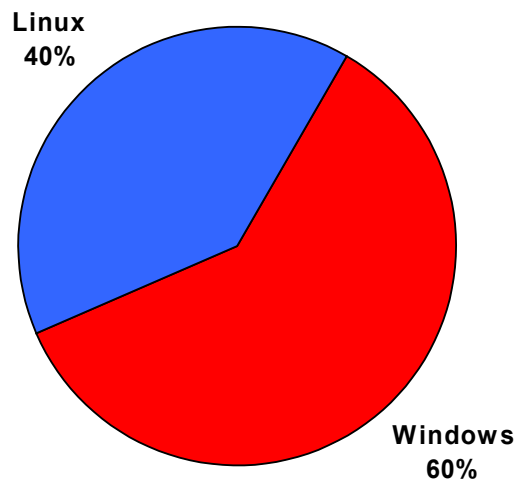


7. Total number of computers working/ broken at time of survey:

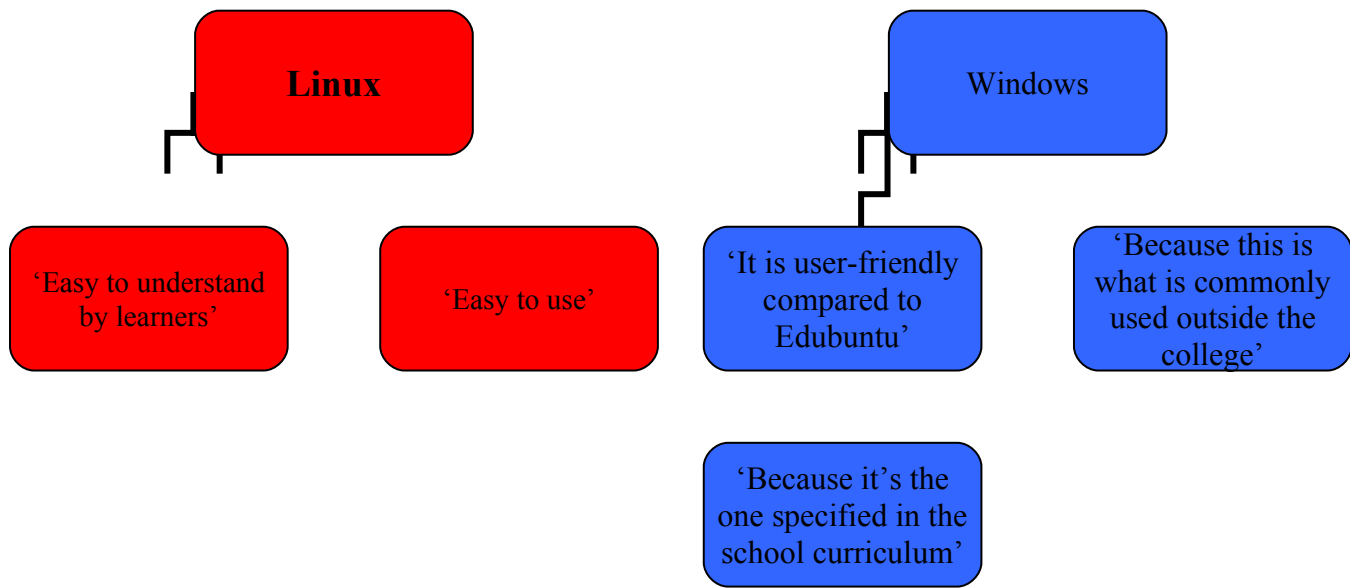


8. All schools were using the Linux operating system as installed by Camara. One school had also installed Windows on two computers.

9. However, the majority of respondents cited Windows as their preferred operating system:



10. The benefits cited for each operating system are as follows:



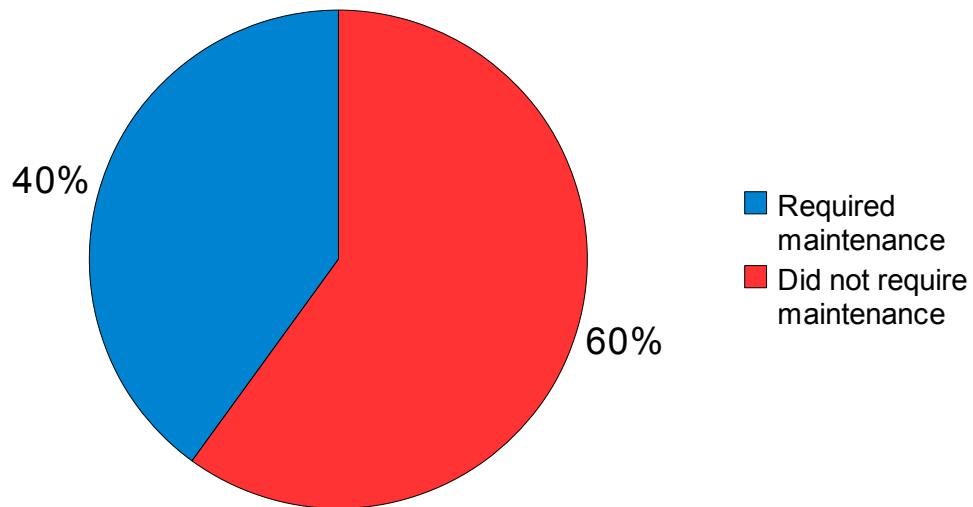
11. When asked what additional software they would like to see on the computers, respondents cited the following:

Text Answers
DESK TOP PUBLISHING e.g microsoft Publisher
windows XP because it is more user friendly.
N/A
software to install printer

12. When asked how often they used particular programmes on the computers the respondents answered the following:

	Daily	Weekly	Monthly	Less than once a month	Never
Open Office Word	3 (75%)	1 (25%)	0 (0%)	0 (0%)	0 (0%)
Open Office Spreadsheet	1 (25%)	3 (75%)	0 (0%)	0 (0%)	0 (0%)
Open Office Presentation	1 (25%)	2 (50%)	1 (25%)	0 (0%)	0 (0%)
Firefox	0 (0%)	0 (0%)	1 (25%)	1 (25%)	2 (50%)

13. Percentage of schools that required maintenance support:



14. However, of the five respondent schools, none had received maintenance from the digital hub.

15. When asked how the maintenance service could be improved, respondents suggested the following

Text Answers
Install the DVD/CDs Drivers, Picture gallery not available
N/A
camara local staff to keep checking on us every after 2 months

16. Two of the schools had received computers from another source:

Text Answers
NO
no
No
Yes. I had already bought 8 computers from open market.
Yes some time back from individual friends in USA

17. When asked to rate Camara computers vis-à-vis other computers respondents answered the following:

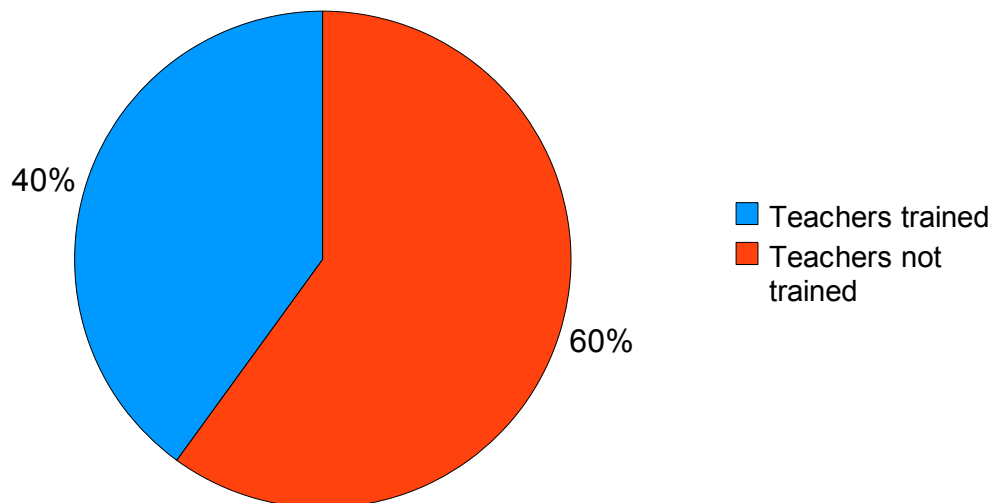
	Much Better	Better	Neutral	Worse	Much Worse
Hardware	1 (20%)	2 (40%)	2 (40%)	0 (0%)	0 (0%)
Software	1 (20%)	1 (20%)	3 (60%)	0 (0%)	0 (0%)

18. The reasons given for these responses were as follows:

**Text Answers**

**HARDWARE & SOFTWARE HAVE NO PROBLEM**  
 Because we have just started using them, and we have not found any problems the hardware looks good and the software as well if we get mastery over it.  
 The hardware was well kept and had no damages. The software is up to date.  
 We have not noticed a big difference

19. Of the schools who completed the survey, the following percentage have had teachers trained by Camara:



20. When asked how likely they would be to buy Camara computers again, the respondents answered the following

<b>Very Likely</b>	<b>Likely</b>	<b>Neutral</b>	<b>Unlikely</b>	<b>Very Unlikely</b>
1 (25%)	2 (50%)	1 (25%)	0 (0%)	0 (0%)

21. The respondents suggested that Camara could improve its service to schools in the following ways

<b>Text Answers</b>
Continue to build capacity of the different users. N/A by allowing the users to change the OS to user friendly ones. Send out information whenever new computers arrive and better flat screens. By regularly helping Institutions that have got computers from CAMARA to update