



**Erasmus+ Capacity Building in Higher Education
T@SK project**

Towards increased awareness, responsibility and shared quality in social work

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WP 1.3.1

**Online questionnaires regarding the
use of the available equipment by the
Albanian Universities**



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Foreword

During the first months of the project, the UCM team delivered a first version of the *online questionnaires regarding the use of the available equipment by the Albanian Universities*. The responses were debated during the first meeting in Tirana with all the present partners.

After the meetings in Tirana, the UCM team represented by David Alonso and Sergio D'Antonio moved to Elbasan and Shkodra where the IT equipment could be evaluated. After that evaluation, the initial diagnosis presented here was modified because it didn't correspond with the reality that the UCM team check in-place.

Nevertheless, this first contact was useful to settle a bottom line and introduce in the agenda the actions that needed to be attended. In this sense, the relevance of this document is not the information it contains but the effect that this information had in the whole consortium in taking awareness of the relevance of IT staff in the project.

After this questionnaire was debated, new hardware equipment was purchased to fill the gap, as the WP1.3.3 (ICT preparatory structuring. Guidelines for Virtualizing Education in Social Work) shows.

Template sent to Albanian partners

REQUIRED INFORMATION TO ANALYZE NEEDS AND RESOURCES FROM ALBANIAN UNIVERSITIES

WP: 1.3 - ICT PREPARATORY STRUCTURING

TASK: 1

Lead organization: P2

Participant Organizations: P1, P2, P3, P4, P5, P6, P7

Foreword

This form should be completed for the already designated local coordinator. Once completed you would send it to andonial@ucm.es and sergiodantonio@ucm.es. We kindly ask you to fulfill the questionnaire by 02/03/2018 at the latest. Knowing this deadline is very tight we need that before arriving to Tirana in order to speed up our schedule. To get the proper information, the Albanian coordinator may contact key technical persons in their university. In that case, please indicate who those technical personnel are. Note that the purpose of this report is to understand your needs concerning hardware and software. Since there is a budget to buy technical equipment, we are expected to be very careful in order to find out the best available options. Having the required information before flying to Tirana would allow us to share choosing future steps together.

If you have any doubt or question please don't hesitate in writing us to andonial@ucm.es and sergiodantonio@ucm.es

1. Institutional General Features

- 1.1. Total Number of students in the University:
- 1.2. Total Number of SW (Social Work)students:
- 1.3. Total Number of Professors in the University:
- 1.4. Total Number of Professors for SW :
- 1.5. Total Number of Service and technical Staff in the University:
- 1.6. Total Number of Service and technical Staff in the faculty of SW:

2. IT equipment and institutional organization

- 2.1. How Computer Services are organized? It is a centralized structure or every center has its own system? (Please write 1.000 words max.)
- 2.2. Are different equipment and services available for professors, technical staff and students? (please give us a description about equipment and services available. Be as specific as possible) (Please write 1.000 words max.)
- 2.3. What software is available for students and what services? (Microsoft Office, SPSS, ADOBE, Free Software? (please give us a description) (Please write 1.000 words max.)
- 2.4. Is there any software that you would like to have? What is that software? For what reasons do you not have it?

3. Availability of Computer Rooms

- 3.1. Are there any specific computer rooms available? If yes, How many?
- 3.2. How many computers?
- 3.3. What kind of hardware is the most common?
- 3.4. What kind of software is the most common?
- 3.5. Are physical teaching rooms equipped with ICT devices (computers, projectors-beamers, ethernet or wireless connection? If so what are they?

- 3.6. Are Computer staff available to assist difficulties?
- 3.7. How does your university offer e-mail services to students, faculty and staff? (indicate if the university does not offer it, if there are agreements with companies such as Google or Microsoft, or if it is the university own e-mail service.
- 3.8. Are available virtual devices for professors such as web-pages, blogs and alike? (please give us a description)
- 3.9. Computer interactions do take place mostly at university premises or is home placed?
- 3.10. What kind of Social Media do the different institutions such as University, Colleges, Departments use? (Facebook, Twitter, YouTube, LinkedIn, Others)

4. Connectivity and Learning Management System Availability for connection and hardware resources

- 4.1. ETHERNET connection:
 - 4.1.1. Speed:
 - 4.1.2. Network infrastructure at the University:
 - 4.1.3. Network infrastructure at the Faculty where SW is located:
- 4.2. WIFI connection:
 - 4.2.1. Speed:
 - 4.2.2. Network infrastructure at the University:
 - 4.2.3. Network infrastructure at the Faculty:
- 4.3. What kind of actions take place using IT? Please describe briefly
 - 4.3.1. Grading. Is it possible to do it using IT? If yes, which system?
 - 4.3.2. Student/professor interaction (Facebook, own sites, mail and alike)
 - 4.3.3. Course Enrolling via computer. Is it possible? If yes, which system?
 - 4.3.4. E-mail institutional interaction
 - 4.3.5. Others (describe)
- 4.4. Are available sys-admins and help desks at different colleges?
- 4.5. Does there exist a (LMS) Learning Management System (Moodle, Sakai, other)?
If yes:
 - 4.5.1. What software platforms are used?
 - 4.5.2. Does each faculty manage the LMS or it belongs to a centralized service?
 - 4.5.3. Has each faculty privileges to access servers?

If no:

- 4.5.4. How is communication between professors and students?
- 4.5.5. How syllabus and educational materials are placed on-line?
- 4.5.6. How is grading made?

5. Dissemination, publishing and repositories

- 5.1. Do faculties or universities have a repository?
- 5.2. If so what kind of items are included? (please detail)
- 5.3. Is any subscription agreement with private scientific publishers?
- 5.4. How are electronic papers and journals retrieved?
- 5.5. Does it exist as an own university publisher?
- 5.6. Does the university publish any journal on social work? (please, indicate the title of the journal)
- 5.7. If so it is indexed under some international ranking?
- 5.8. Is the Open Journal System (OJS) used or are other private platforms used?
- 5.9. Are other professional journals on SW outside universities in the region?
- 5.10. Are SW professional institutions linked to Faculty? What are these institutions?

6. Students internship

- 6.1. Is there a computer platform for managing student internships?
If yes,
 - 6.1.1. Which are the services included?
 - 6.1.2. Are they used by teachers, social workers/practitioners, students?

7. Additional services (IT)

- 7.1. Are there any other additional services in the faculty that is managed using IT?
If yes,
 - 7.1.1. Which are and what are they used for?
 - 7.1.2. Are used by Teachers, Staff, Students?

8. Could you provide us with further information you esteem could be relevant to understand the state of affairs concerning ICT? Please tell us!!!.

Albanian Universities responses

Elbasan

1. INSTITUTIONAL GENERAL FEATURES

- 1.1. Total Number of students in the University:
13110 students
- 1.2. Total Number of SW (Social Work)students:
bachelor 170 students, master 50 students
- 1.3. Total Number of Professors in the University:
about 310 professors full-time.
- 1.4. Total Number of Professors for SW :
7 professors, chief departement included
- 1.5. Total Number of Service and technical Staff in the University:
30 technical Staff and service
- 1.6. Total Number of Service and technical Staff in the faculty of SW:
6 technical Staff and service

2. ICT EQUIPMENT AND INSTITUTIONAL ORGANIZATION

- 2.1. How Computer Services are organized? It is a centralized structure or every center has its own system? (Please write 1.000 words max.)
The system used in us is not centralized because each faculty has its own computer units equipped with the respective servers
- 2.2. Are different equipment and services available for professors, technical staff and students? (please give us a description about equipments and services available. Be as specific as possible) (Please write 1.000 words max.)
Each faculty has its own computer units, laptops, projectors, scanner and

photocopiers, computer equipped halls, which are at the service of the students. Also for the students are set up PC kiosks in faculty facilities. Academic and technical staff are equipped with computer units with contemporary parameters in their offices.

- 2.3. What software is available for students and what services? (Microsoft Office, SPSS, ADOBE, Free Software? (please give us a description) (Please write 1.000 words max.)

The programs used for students are mainly in the office package and other programs like Finance 5, Alpha Bussines, Autocad, SSPS that help in the development of teaching hours. while academic staff other than office packs use other programs like SSPS.

- 2.4. Is there any software that you would like to have? What is that software? For what reasons do you not have it?

We already have a software called EMS (education management system).

3. AVAILABILITY OF COMPUTER ROOMS

- 3.1. Are there any specific computer rooms available? If yes, How many?

We already have 11 laboratories.

- 3.2. How many computers?

1000 computers and laptops.

- 3.3. What kind of hardware is the most common?

Most common are desktop and laptop.

- 3.4. What kind of software is the most common?

Microsoft Office+ EMS.

- 3.5. Are physical teaching rooms equipped with ICT devices (computers, projectors-beamers, Ethernet or wireless connection? If so what are they?

Yes, we have rooms equipped with video projector, computer, Internet

for the development of teaching hours

- 3.6. Are Computer staff available to assist difficulties?
Yes, we have IT department, who help staff academic and administrative staff in solving different problems.
- 3.7. How does your university offer e-mail services to students, faculty and staff? (indicate if the university does not offer it, if there are agreements with companies such as Google or Microsoft, or if it is the university own e-mail service.
The University has its own e-mail uniel.edu.al service which is at the service of academic staff and students. Each member of the academic staff is provided with this email address.
- 3.8. Are available virtual devices for professors such as web-pages, blogs and alike? (please give us a description)
We have our web-pages Uniel.edu.al and Uniel.ems.al
- 3.9. Computer interactions do take place mostly at university premises or is home placed?
Computer interruptions occur mainly in the university premises
- 3.10. What kind of Social Media do the different institutions such as University, Colleges, Departments use? (Facebook, Twitter, YouTube, LinkedIn, Others)
Among the social media we use is Facebook. Our official page is, "Universiteti Aleksandër Xhuvani" Elbasan- Faqja Zyrtare.

4. Connectivity and Learning Management System Availability for connection and hardware resources

- 4.1. ETHERNET connection: **LAN +Wireless**
- 4.1.1. Speed: **250mb**
- 4.1.2. Network infrastructure at the University: **LAN and Wi-Fi**
- 4.1.3. Network infrastructure at the Faculty where SW is located: **LAN and Wi-Fi**
- 4.2. WIFI connection: **Yes, all covered**
- 4.2.1. Speed: **Normal**

- 4.2.2. Network infrastructure at the University: **LAN and Wi-Fi**
- 4.2.3. Network infrastructure at the Faculty: **LAN and Wi-Fi**
- 4.3. What kind of actions take place using IT? Please describe briefly
We manage web site like Uniel.edu.al and Uniel.ems.al, technical support
 - 4.3.1. Grading. Is it possible to do it using IT? If yes, which system? **No**
 - 4.3.2. Student/professor interaction (Facebook, own sites, mail and alike):
email
 - 4.3.3. Course Enrolling via computer. Is it possible? If yes, which system?:
No
 - 4.3.4. E-mail institutional interaction: **Uniel.edu.al**
 - 4.3.5. Others (describe): **N/A**
- 4.4. Are available sys-admins and help desks at different colleges?
Yes, laboratories across faculties, IT and technical staff
- 4.5. Does there exist a (LMS) Learning Management System (Moodle, Sakai, other)? **NO**
 - If yes:**
 - 4.5.1. What software platforms are used?
 - 4.5.2. Does each faculty manage the LMS or it belongs to a centralized service?
 - 4.5.3. Has each faculty privileges to access servers?
 - If no:**
 - 4.5.4. How is communication between professors and students?
Communication is done via email.
 - 4.5.5. How syllabus and educational materials are placed on-line?
By Uniel.ems.al EMS(education management system).
 - 4.5.6. How is grading made?
Paper Tests, and grades are published at uniel.ems.al.

5. Dissemination, publishing and repositories

- 5.1. Do faculties or universities have a repository?
Yes, every faculty has its own repository.
- 5.2. If so what kind of items are included? (please detail)

- 5.3. Is any subscription agreement with private scientific publishers?
We have agreements with private scientific publishers
- 5.4. How are electronic papers and journals retrieved?
- 5.5. Does it exist as an own university publisher?
Yes, University has its own publisher called "Buletini Shkencor"
- 5.6. Does the university publish any journal on social work? (please, indicate the title of the journal)
The social work professor publish in a specific call of the journal "Buletini Shkencor".
- 5.7. If so it is indexed under some international ranking?
- 5.8. Is the Open Journal System (OJS) used or are other private platforms used?
- 5.9. Are other professional journals on SW outside universities in the region?
- 5.10. Are SW professional institutions linked to Faculty? What are these institutions?

6. Students internship

- 6.1. Is there a computer platform for managing student internships?
Currently we don't have a managing platform for student internship.
If yes,
- 6.1.1. Which are the services included?
 - 6.1.2. Are they used by teachers, social workers/practitioners, students?

7. Additional services (IT)

- 7.1. Are there any other additional services in the faculty that is managed using IT?
Currently we don't have any other additional services in the faculty that is managed using IT.
If yes,
- 7.1.1. Which are and what are they used for?
 - 7.1.2. Are used by Teachers, Staff, Students?

8. **Could you provide us with further information you esteem could be relevant to understand the state of affairs concerning ICT? Please tell us!!!.**

Shkodra

ICT Infrastructure at the University of Shkodra.

The University of Shkodra has a contemporary computer network. Each of its buildings (Rectorate, and all faculty buildings) as well as library buildings have their own LANs conceived in the simple star typology. While all these LANs are connected to each other via optical fiber.

All LANs in the aforementioned buildings are in working order. At the Rector's Office is a rack with two 32-port Switches, a Cisco Router, and a Media Convertitor that makes it possible to connect this LAN to the fiber optic. Generally, the Faculties are equipped with a 32-port Switch, the Cisco Router and the Media Converter.

USH in the foreseeable future plans to deploy its servers. A mail server, a web server, an application server (for the database of this institution) and a firewall server, which are now purchased, enabling, besides email and internet service in all buildings, through of the application server to enable a Data Base for all the data regarding academic, non-academic staff as well as students. Make it possible for lesson plans, exam enrollment, various payments, archive of publications, online didactic materials, access to the computerized university library. Also telephony via the Internet (VoIP).

Faculty of Educational Sciences (Department of Psychology and Social work)

FES makes available to the staff and students a computer lab located in this faculty's premises, but to function normally it is necessary to equip computers as this academic year is being worked with computer-loaned by a private firm. This laboratory has always been used to support the realization of lessons related to the realization of "Learning with New Technologies" and "Technology in Education" courses at both the levels of study and in the function of increasing the quality of teaching.

Along with the enrichment of this existing room for the development of "Learning with New Technologies" and "Technology in Education" subjects, the growing need of our faculty to modernize the teaching process is another hall like the one where it is to be equipped with 20 computers, glasses and projection apparatus.

In FES we have 6 halls that are mounted on the projector ceiling for presentations during the lectures. *All of these rooms need to be refurbished and installed in full functionality.* Regarding this point it would be very positive that in the other halls of the faculty should be created the possibility to equip the projection apparatus as well as to provide a wireless device for the distribution of the internet in all the halls of faculty.

In the departments the state of computers is as follows:

- Teaching Department 3 computers, who are not in good working order.
- Department of Psychology and Social Work 3 computers.

Based on the presented situation, it is necessary to equip computer departments with each teacher, printers, which enable the individual work of the lecturer and the management of the documentation and the undergraduate exams.as well as the provision of halls with projection apparatus, Smart Board, etc.

Servers that are available in USH

- DNS & File Server (Dual Core Processor Intel Xeon 5130, Processor Speed 2.0 GHz, HDD 5 * 146 GB, Rack Mount, Operating System: Red Hat Enterprise Linux Platform Unlimited sockets)
- E-mail & Antivirus Server (Dual Core Intel Xeon 5160, 3.0 GHz Processor Speed, HDD 2 * 72 GB, Rack Mount, Operating System: Red Hat Enterprise Linux Platform Unlimited sockets)
- Web Server (Dual Core Intel Xeon 5130, 2.0 GHz Processor Speed, 3 * 146 GB HDD, Rack Mount, Operating System: Red Hat Enterprise Linux Platform, Unlimited sockets)
- Application server (Quad Core Intel Xeon E5335, Processor Speed 2.6 GHz, HDD 8 * 72 GB, Rack Mount, Operating System: Red Hat Enterprise Linux Platform, Unlimited sockets).
- For these servers is calculated Rack & Accessories (Height: 42 Units, Rack Size: 19 ", Rack Accessory: Cable Management Kit, 2x16A High Voltage PDUs, Monitor Utility Shelf, Blanking Panel, Roof Mounted Fan Kits Installed 220V, Rackmount 17 " LCD TFT Monitor).

Information on Distance Education at Universities.

At the University of Shkodra, through the TEMPUS Project in 1999, the Distance Education Center was built. The laboratory had 24 PCs, P 2, 1 P II server with Windows NT operating

system, and Lotus Notes 3.1 was installed, which put the Shkodra lab in a domain with the National Distance Education Center in Tirana. 10 TVs, 10 video recorders, 2 HP 4000 PS Laser Jet Printers and a library of video cassettes. The videotapes are from the NETTUNO Center in Italy, in which are detailed the Operating Systems, Databases, Informatics II, Computer Networks, Informatics I, Electronics Orders I, Electronics Orders II.

The Distance Education Center at our University is funded by TEMPUS and has already been made available to the students of the Faculty of Economics.

Learning Management System (LMS)

At the University of Shkodra 'Luigj Gurakuqi' has been in operation since 2013, the Student Management System (ESSE3) used by 90% of Italian universities and 60% of Albanian universities. ESSE 3 provides the functionalities needed in the administration back office as well as end-users (students, lecturers, etc.) in order to manage the entire academic cycle of the student: how to enroll in course syllabi, grades to graduation, and also transfers from one university to another.

Esse3 for LMS (www.unishk.esse3.u-gov.rash.al)

1. Syllabus (Detailed course program published for students)
2. Electronic communication with students on the problems of the process of study and teaching by the pedagogue and the administration.
3. Visitors to the site, students and professors can obtain general information about the general curricula based on the faculty as well as the chosen program, which includes data such as the semester when opening the program, credits, pedagogue etc.
4. Students can be informed about the courses they are offered, along with the most detailed information during the course registration period. Then he gets continuous information about the exam chart, schedule and location, and information on his assessment. The student at the end of the study cycle can apply for an online degree by completing the relevant information about the subject, the abstract and finally uploading the topic in pdf format to the System.
5. Professors reach through the system esse3 the dates, exam courses and groups, schedule and location. They can print the list of candidates enrolled for the next exam, make student online assessment, and print the generated record from the system that is delivered to the secretary and then through the unique serial number loaded into

the system. Enabling the student's virtual booklet to populate the grades obtained in the exam in question.

The current system of managing the process of teaching secretaries can be expanded with modules for functionalities related to the management of study and teaching processes. It is also necessary to provide assistance in the future by providing information on the development of auditor activities and other activities related to the teaching and learning process. (such as "web based timetable").

The Learning Management System (LMS) is the University-supported Virtual Environment Study Environment, a web-based environment designed to equip students and lecturers with a variety of tools and resources to facilitate study and teaching for students as well as for pedagogues.

The implementation of Learning Management Systems was embraced as a result of the fact that these systems are increasingly being used by academic institutions and companies to offer, manage and attend various curricula. Learning process management software is from software systems with great use over the last decade.

In our University, this management system of branch curricula, course syllabi and basic literature teaching materials, as well as literature for various subjects, is available on the official website of the University of Shkodra "Luigj Gurakuqi" www.unishk.edu.al to the LMS menu or to the Faculty section where all faculties of USH are listed. At the end of each page it is possible to access the E-Learning module. This module is implemented for each faculty through Moodle Platform.

LMS Moodle is a modern and comprehensive platform for managing the learning process and creating academic programs and courses. It provides the digital logistic tools needed for the full learning cycle from content creation to final analysis of results. This software environment provides a perfect combination of learning, management and, of course, copyright features. This program provides assistance to academic institutions of all sizes to improve performance and their outcomes to enhance the efficiency of the teaching process, to ensure a fair evaluation process for the academic teaching team's competences, to encourage knowledge exchange, etc.

It is a computer software platform that serves the management of resource issues and the instruments of the study and teaching process is very effective at all levels of the institution. This platform is also known as the Virtual Learning Environment. Moodle is a typical representative designed to help educational institutions including universities. Through this

open source program we can create online courses with opportunities for rich interaction. Its license is free of charge, so it is open source software and modular design which means that our users can develop additional functionality according to the specifications of our university.

Since it is a modular platform, it can easily be extended by creating plug-ins for special and new functions. Moodle Infrastructure supports many types of plug-ins such as: activities, types of sources, question types, logging methods, registration methods, etc.

Moodle goes without modification to various operating systems like Unix, Linux, FreeBSD, Windows, Mac OS X, and any other systems that support PHP and a database, including web hosts. So there is a platform with Web services.

The e-Learning service through the Moodle platform is a training process and encouragement to populate with teaching materials in USH.

Bitbit website

In the Department of Mathematics and Informatics at the University of Shkodra was the web site www.bitbit.al from the pedagogues and students of this department, this project was born as an early need to support the teaching process with open materials to provide functionalities for management of teaching materials.

The www.bitbit.al website, administered by students of the computing curriculum, provides sufficient information on the teaching materials. This site is a good example for building a platform for all subjects for all the programs of the University of Shkodra. <http://www.m.unishk.edu.al/sq/node/59>

BitBit is an archive of didactic materials for computing, which aims to complement the lack of computing materials in Albanian. The site has a wide range of materials that grows day-by-day. Materials are provided by contributors anonymously. Copyright materials are not accepted on the site. BitBit is an online archive with lectures, exercises and tutorials for the IT department and other similar branches. BitBit was created in 2008 with the purpose of satisfying some of the lack of materials in Albanian language and collecting them in one place in order to be easier to find. After several years online, BitBit is a reliable source of information. This website so far represented with the following statistics: 434000 Downloads, 638 Files 49 Contributors. In BitBit for all IT courses, there is enough material for organizing the subject, projects and testing of the subject.

Beside the University of Shkodra, as part of the subsidiary structures, is the branch of Information and Technology with the IT and Teaching Sector. These two units interweave their activity to provide services of the nature of study and teaching management.

These two units in cooperation with the teachers of the Department of Mathematics and Informatics at the University of Shkodra offer maintenance and management of hardware and software LMS (Moodle).

Tirana University

1. Institutional General Features

- 1.1. Total Number of students in the University: **4600 Students**
- 1.2. Total Number of SW (Social Work) students: **First Year 106 ; Second year 96 ; Third year 91 (Bachelor studies)**
- 1.3. Total Number of Professors in the University: **80 professors full time; 200 professors part time**
- 1.4. Total Number of Professors for SW : **21 full time ; 85 part time**
- 1.5. Total Number of Service and technical Staff in the University: **23 in total full time and 15 in flexible time subcontracted (Administrator; Financial officers; Secretaries; IT officer; librarian; storekeeper; maintenance; security; cleaner, etc)**
- 1.6. Total Number of Service and technical Staff in the faculty of SW: **1 laboratory - secretary ; 1 Head of Department; 1 Coordinator for each of the study levels offered from the SW department, respectively: 2 bachelor programs; 6 Master of Sciences; 2 Professional Masters)**

2. IT equipment and institutional organization

- 2.1. How Computer Services are organized? It is a centralized structure or every center has its own system? (Please write 1.000 words max.)
It's a centralized structure. Computer services are provided by funds of the University of Tirana. The University of Tirana is a public administrative structure that is depending from the Ministry of Education and the highest decision-making body is the Rectorate of the University. Costs and computer equipment are tendered by the administrative offices of the Rectorate and installed by the Faculties through qualified persons who are part of the faculty's administrative staff (IT office). Every department for each calendar year prepares a budget proposal, where computer equipment and associated services are included.
- 2.2. Are different equipment and services available for professors, technical staff and students? (please give us a description about equipment and services available. Be as specific as possible) (Please write 1.000 words max.)
Yes they are. Computers, photocopy machine, internet connection,

projectors, library, on-line system for grades, Faculty web-page, SW Department web-page, etc.

2.3. What software is available for students and what services? (Microsoft Office, SPSS, ADOBE, Free Software? (please give us a description) (Please write 1.000 words max.)

Yes, the ones available are in use for professors, technical staff and students.

2.4. Is there any software that you would like to have? What is that software? For what reasons do you not have it?

Microsoft Office, SPSS, ADOBE Reader.

3. Availability of Computer Rooms

3.1. Are there any specific computer rooms available? If yes, How many?

The computers are provided individually for each employ (academic and technical staff both). Regarding students there is 1-One computer room available in the library space.

3.2. How many computers?

There are in total 8 computers available for students in the library space.

3.3. What kind of hardware is the most common?

PC core I 3; core I 5; Pentium 4

3.4. What kind of software is the most common?

Office

3.5. Are physical teaching rooms equipped with ICT devices (computers, projectors-beamers, ethernet or wireless connection? If so what are they?

Yes they are with computers, projectors and Ethernet.

3.6. Are Computer staff available to assist difficulties?

Yes, actually in the Faculty is working 1-IT technician and 1-specialist for the web system and student services.

3.7. How does your university offer e-mail services to students, faculty and staff? (indicate if the university does not offer it, if there are agreements with companies such as Google or Microsoft, or if it is the university own e-mail service.

It's the University own e-mail service. It's organized on Department basis. Each department manages its own contacts, for both staff and students. Respective secretaries facilitate this process.

3.8. Are available virtual devices for professors such as web-pages, blogs and alike?
(please give us a description) **No**

3.9. Computer interactions do take place mostly at university premises or is home placed?
We do not understand

3.10. What kind of Social Media do the different institutions such as University, Colleges, Departments use? (Facebook, Twitter, YouTube, LinkedIn, Others)
Each department and professor has its own ways and freedom to organize social media. The SW Department has agreed to have a Face book page, as well as a web-page for both professors and students. The Faculty also has a web-page account.

4. Connectivity and Learning Management System **Availability for connection and hardware resources**

4.1. ETHERNET connection:

4.1.1. Speed: **80 Mbps**

4.1.2. Network infrastructure at the University: **Fiber optic**

4.1.3. Network infrastructure at the Faculty where SW is located: **Star; Routera Huawei AR3260**

4.2. WIFI connection: **No**

4.2.1. Speed:

4.2.2. Network infrastructure at the University:

4.2.3. Network infrastructure at the Faculty:

4.3. What kind of actions take place using IT? Please describe briefly

4.3.1. Grading. Is it possible to do it using IT? If yes, which system?

Yes, electronically. A system that is provided by the Rectorate of the University of Tirana for all the Faculties. (Momentary not in use for administrative issues). Each professor and student has access on it by a username.

4.3.2. Student/professor interaction (Facebook, own sites, mail and alike)
Mainly in face to face meeting or by e-mail mostly.

4.3.3. Course Enrolling via computer. Is it possible? If yes, which system? **No**

4.3.4. E-mail institutional interaction

In regular basis through the departments but also in Faculty levels when are issues to be informed or discussed.

4.3.5. Others (describe)

4.4. Are available sys-admins and help desks at different colleges? **No**

4.5. Does there exist a (LMS) Learning Management System (Moodle, Sakai, other)?

If yes:

4.5.1. What software platforms are used?

4.5.2. Does each faculty manage the LMS or it belongs to a centralized service?

4.5.3. Has each faculty privileges to access servers?

If no:

4.5.4. How is communication between professors and students?

Mainly in face to face meeting or by e-mail mostly.

4.5.5. How syllabus and educational materials are placed on-line?

There does not exist. Just institutional advertisements through the Faculty or SW web, such as Journals, conferences, applications, etc.

4.5.6. How is grading made?

Does this mean grades for the studnets????

5. Dissemination, publishing and repositories

5.1. Do faculties or universities have a repository?

Yes (ne fjalor ishte depo-repositories???)

5.2. If so what kind of items are included? (please detail)

Different items, as furniture, computers, logistical items, chancelleries, etc.)

5.3. Is any subscription agreement with private scientific publishers? **No**

5.4. How are electronic papers and journals retrieved? **We do not understand the question ...**

5.5. Does it exist as an own university publisher? **No**

5.6. Does the university publish any journal on social work? (please, indicate the title of the journal)

Yes. The SW Department has its own publication since 2010. "Puna Sociale dhe Politika Sociale" ISSN: 2221-4178. Its a annual publication.

5.7. If so it is indexed under some international ranking? **Not yet**

5.8. Is the Open Journal System (OJS) used or are other private platforms used? **????**

- 5.9. Are other professional journals on SW outside universities in the region? ????
- 5.10. Are SW professional institutions linked to Faculty? What are these institutions?
Yes. "The National Association of Social Workers" a non-profit organization, based in Tirana. The Faculty, especially the SW Department has been in close collaboration with it and several times we have organized and conducted common activities and conferences. We are also part of the International Association of Schools of Social Work (IASSW) and European Association of Social Work Schools (EASSW).

6. Students internship

- 6.1. Is there a computer platform for managing student internships? **No**
If yes,
6.1.1. Which are the services included?
6.1.2. Are they used by teachers, social workers/practitioners, students?

7. Additional services (IT)

- 7.1. Are there any other additional services in the faculty that is managed using IT?
If yes,
7.1.1. Which are and what are they used for?
7.1.2. Are used by Teachers, Staff, Students?

8. Could you provide us with further information you esteem could be relevant to understand the state of affairs concerning ICT? Please tell us!!!.