

# Table of Contents

Managing Quality Education – Identifying the Learning Needs of the Individual, Then Satisfying Them .....	1
<i>Don Passey</i>	
Value Chain of Technology in Higher Education Institutions: From IT Resources to Technological Performance .....	11
<i>Jacques Bulchand-Gidumal, Santiago Melián-González, and Javier Osorio-Acosta</i>	
Using Information Technology to Promote Thinking .....	20
<i>Maree A. Skillen</i>	
Age, Gender and Culture as Correlates of Use of Knowledge Management Systems in Makerere University .....	30
<i>F.E.K. Bakkabulindi and B. Sekabembe</i>	
Managing the Online Student Experience: An Ecological Model .....	43
<i>Bill Davey and Arthur Tatnall</i>	
Using Open Source Software for Improving Dialog in Computer Science Education – Case Mozambique University .....	52
<i>Nicholas B. Mavengere and Mikko J. Ruohonen</i>	
A Baseline for a School Management Information System .....	62
<i>Alan Strickley</i>	
Implementation of the Technological Plan for Education in Portugal, a School Perspective .....	75
<i>António Castro and Leonel Santos</i>	
In Search of a Conceptual Framework for the Capacities of University ITEM .....	86
<i>Ronald Bisaso</i>	
Bridging the Knowledge Gap for African Researchers through Open Access Publishing: The Case of African Higher Education Research Online (AHERO) .....	95
<i>Beatrice Sekabembe and Jude Ssempebwa</i>	
Moving towards 2020: A Tentative Approach to ITEM .....	104
<i>Javier Osorio and Jacques Bulchand</i>	

Innovation or Renovation? The Management of Strategic and Adoption Decisions within a University .....	113
<i>Arthur Tatnall and Karen Manning</i>	
The 'Educational Lot' for Young People Who Are NEET: Quality Management and Roles of Management Information Systems .....	121
<i>Don Passey</i>	
Emerging Issues in the Utilization of Synchronous ICT in the Delivery of Distance Education at Public Universities in Uganda .....	130
<i>Rita Nankanja and Ronald Bisaso</i>	
eLearning Attitudes in Botswana's Private Sector .....	139
<i>Paul T. Nleya</i>	
Using Information Technology in Education to Manage a Professional Learning Community (PLC).....	149
<i>Maree A. Skillen</i>	
Does personality Type affect Teachers' Information Systems Utilization in Pedagogy? The Makerere University Lecturers' Experience .....	156
<i>David Kabugo</i>	
Optimization Technique for Implementation of Blended Learning in Constrained Low Bandwidth Environment .....	166
<i>Nazir Ahmad Suhail and Jude Lubega</i>	
The GES Connect Digitally Programme: Shaping Parental Engagement through Technology .....	174
<i>Alan Strickley and Tim Spiers</i>	
A Comparative Study of Access to Web-Enabled Services in Botswana and the UK: Issues, Obstacles and Solutions.....	186
<i>Moses Mmileng Moreri, Maubrey Russ Pitso, and Alan Strickley</i>	
Justification of ICT Expenditure: Input and Outputs .....	195
<i>Jacques Bulchand, Omponye Kereteletswe, Antonio Castro, Maipelo Molebatsi, and Marcos Maedza</i>	
Online Learning Features and Factors in Getting the Blend Right .....	199
<i>Paul T. Nleya, Sethunya P. Kgaodi, Lethogonolo Moaneng, Godfrey S. Kalanke, Javier Osorio, Nicholas B. Mavengere, Ramaraju Gavarraju, Sethunya P. Kgaodi, Prince O. Marokane, and Selefo Sabone</i>	
<b>Author Index .....</b>	<b>205</b>