Assessment of the use of ICT in teaching and learning in higher learning institutions: A case study of St John's University of Tanzania and the University of Dodoma in Dodoma city, Tanzania

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This study aimed at assessing the effectiveness of the use of ICT in teaching and learning in higher learning institutions in Dodoma City. The University of Dodoma (UDOM) and St John's University of Tanzania (SJUT) were used as case studies. A mixed method approach, with a case study research design in particular was used. Data were gathered through questionnaires, interviews and observation methods. Simple random sampling and purposive techniques were used to obtain 112 respondents. Quantitative data analysis was done with the aid of SPSS version 20.0 package, while qualitative data were subjected to thematic analysis. Results obtained show that the ICT tools required for enhancing teaching and learning in higher learning institutions are available. However, the study further found that some of the resources such as computers are insufficient compared to the number of students. Whereas at SJUT there are 550 students who undertake an online program using 4 laboratories, which accommodate 45 students each, a ratio of 1:1 (one computer for one student), at UDOM there are approximately nine hundred (900) $1^{st\ year}$ students and 450 computers, which is a ratio of 1:2 (one computer for two students). Also, the study analysis revealed that there are several challenges encountered by lecturers and students in the use of ICT.

Those challenges include slow speed of computers, limited time to use computers in laboratory because of the large number of students resulting to grouping students and dividing their time, poor internet signals, load shedding, insufficient ICT facilities, virus threat, costs associated with the devices and limited knowledge on ICT resources. Also, the findings revealed various skills which students acquire through the Use of ICT resources. The identified skills include basic computer application: Ms Word, Ms Excel, Ms PowerPoint, Ms Access, Ms Publisher, E-Mail and internet communications, database, data analysis, graphics skills, video shooting and editing. Based on the study findings, it was recommended that the university administration should make sure every department or faculty has its own computer laboratory so as to end the existing challenge of students being given inadequate time during practice. Nevertheless, a similar study is recommended on a bigger and wider scale. This may allow comparison of the results across the regions in Tanzania.