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ELECTRONIC READINESS (E-READINESS) STRATEGY FOR INFORMATION PROVISION TO
STUDENTS AT LUPANE STATE UNIVERSITY.

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ABSTRACT

The study was carried out to provide an e-readiness strategy for information provision to students at Lupane State University. The study was carried out at Lupane State University in Bulawayo and focused on two departments for information provision within the institution; that is, the Library and ICTs department. The study analysed, what the university was currently doing to provide information through ICTs. The objectives of the study were to determine the infrastructure, programmes and skills needed, examine the challenges faced by Lupane State University and determine the appropriate activities to be included for e-readiness attainment for information provision to students. The study utilised the qualitative approach and employed a case study method, with interviews, focus group discussions and observation as the data collection instruments from students and the university staff. Research findings indicated that there was no clear or well defined e-readiness strategy for information provision to students and that Lupane State University was not e-ready to ensure effective and efficient information provision to students. The study revealed that the university was making efforts of providing information through ICTs but was facing numerous challenges. The challenges include the non-availability of requisite infrastructure, lack of financial resources, expertise and adequate bandwidth for internet connectivity and also that the students do not possess the requisite skills to access ICT based information. Thus, the study recommended that the university come up with an e-readiness strategy with activities that includes, developing a policy for information provision through ICTs and also conduct fundraisings in order to raise funds that will enable the university to setup, the required infrastructure for information provision to students.