Evaluation of the course:

University Computing Center – Get rich with Free and Open Source Software

Trainer: Lawrence Lyayuka, Tanzania, 18th Oct. – 22nd Oct. 2010

1. General Information

1) **Trainings course title**

Get rich with Free and Open Source Software

2) **Venue**

University Computing Center

3) **Duration**

5 days

4) **What is your Profession?**

- System Administrator
- IT Lecturer
- ICT Specialist
- Information Technology Specialist
- IT Consultant
- Accountant
- IT Student
- Engineer/IT Consultant
- IT/Telecom
- System Developer
- Lawyer II
- Programme Manager
- Programmers
- ICT III
- Finance Officer (Accountant)
- ICT Consultant
- Librarian and Documentalist
- Computer Technican II
- Student
- Student (Computer Engineering)
- Tutorial Assistant

5) **If you do not own or are already working in an IT Business, are you planning to start an IT-Business in the near future?**

```
                                          Yes        23   (88,46%)
                                           No         2    (7,69%)
                               Not applicable         1    (3,85%)
                               _____     _____
      Nominations (Multiple choice possible!)        26
                                total answers        26
                                    no answer         0
```

6) **If you work in an IT Business, are you planning to include FOSS Business Models into your portfolio?**

```
                                          Yes        19   (86,36%)
                                           No         0    (0,00%)
                               Not applicable         3   (13,64%)
                               _____     _____
      Nominations (Multiple choice possible!)        22
                                total answers        22
                                    no answer         4
```

2. Content relevance and transfer possibilities

7) **Which aspects of the course were most relevant for your business, and/or your personal development?**

- Communiocation FLOSS and General Business Skills
- Introduction to FLOSS; to know various Open Source Software Capabilities, Case Studies in FLOSS
- African Business Models: Case Studies
- Open Source Software and Business with IT and FLOSS
- African FOSS Business Models: Case Studies; FOSS Business Knowledge and Skills
- Open Source Softwares, PHP/mySQL, Joomla
- Availability of FOSS applications that are equivalent to proprietary software that cost a fortune. How the software development cycle can be cut down substantially. Ample business opportunities that exist.
- Its relevant to my IT carrier, I was very interested in web design now am comfortable with it
- Financial aspect of FOSS; Communicating FOSS ; Importance of business plan and procedures to prepare one
- FOSS training in general, because I have not formerly exposed to such training
- The use if FOSS in business helps in many ways especially when it comes to the licensing of the softwares used. It makes it easier to conduct upgrades so as to have

the latest technologies and software applications.
- The content which was so relevants for this traning is the part of how to make business with foss
- Joomla part II
- How to make money with FOSS; Business Plan; Introduction to Joomla; Website Design; Challenges and problems of introducing FOSS; Awareness creation on FOSS; Licensing and ownership in FOSS
- I enjoyed almost each module of the course as each module has got its own powerfully contribution. All in all, I am looking forward to continue and influence other to use FOSS.
- Shifting from other software to FOSS
- Software localization, marketing plan, software licenses
- Marketing FOSS/FLOSS -- Business Models
- Through FLOSS I can be able commence businesses as well
- Case Studies (Helped me since I am going to start an IT business soon); Module 4 and 5 will really help me in the business world; this training is trully very good, and all I have learnt will help me in future
- Business Opportunity with FOSS; Public advocacy and Public relation; Case study from FOSS based business organisations; Business Planning; FOSS licence
- Joomla, Ubuntu

8)   Please list the topics that the training course did not deal with but would have been important for you.

- FLOSS Training
- Linux Administration; Project Management
- The Training covered almost everything important to me.
- Customer Relationship Management
- Have detailed FOSS research examples
- My only observation is that one week was a short time to thoroughly cover the course material
- Technical (Programming); Graphics
- I am satisfied with the course topics and they were fully covered and very well understood. Thanks to the trainers as well as the training manuals provided
- So far as the course was concern what should be an added part is technical part and support should be included
- System Designing II
- Technical Support to FOSS
- Basic Linux commands
- Database management through FOSS
- Module 2
- For what we have done, we covered each and everything we were supposing to know
- I would like to know more about grants (for example : in case i want to train some people but don't have the capital how can you help me) -- Just an insight in what a trainer's life is with Foss, His benefits, rules, gains, grants etc.

9) **The training material provided a good insight into African FOSS Business Models.**

```
        Totally disagree          0    (0,00%)
                                  1    (3,85%)
                                  0    (0,00%)
                                  5   (19,23%)
                                  9   (34,62%)
        Totally agree            11   (42,31%)
        _____        _____
                 Total           26
            no answer            0
                 Mean          5,12
               Median            5
```

10) **I can apply the knowledge acquired in my job.**

```
        Totally disagree          0    (0,00%)
                                  0    (0,00%)
                                  0    (0,00%)
                                  5   (19,23%)
                                  2    (7,69%)
        Totally agree            19   (73,08%)
        _____        _____
                 Total           26
            no answer            0
                 Mean          5,54
               Median            6
```

11) **I have gained enough knowledge to advise others on FOSS Business Models**

```
        Totally disagree          0    (0,00%)
                                  0    (0,00%)
                                  0    (0,00%)
                                  5   (19,23%)
                                  9   (34,62%)
        Totally agree            12   (46,15%)
        _____        _____
                 Total           26
            no answer            0
                 Mean          5,27
               Median            5
```

12) **The course has enabled me to develop plans for my own FOSS Business**

Totally disagree	0	(0,00%)
	1	(3,85%)
	2	(7,69%)
	4	(15,38%)
	8	(30,77%)
Totally agree	11	(42,31%)
Total	26	
no answer	0	
Mean	5	
Median	5	

13) **The course has enabled me to develop plans for my own training offers on FOSS Businesses/Business Models.**

Totally disagree	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	7	(26,92%)
	11	(42,31%)
Totally agree	8	(30,77%)
Total	26	
no answer	0	
Mean	5,04	
Median	5	

14) **I will improve the training material and localize it or add case studies**

Totally disagree	0	(0,00%)
	0	(0,00%)
	1	(3,85%)
	6	(23,08%)
	9	(34,62%)
Totally agree	10	(38,46%)
Total	26	
no answer	0	
Mean	5,08	
Median	5	

15) **If you have disagreed to any of the questions above, kindly give reasons.**

- --No answers--

16) **Have you already got concrete ideas for starting a FOSS Business / enhancing your portfolio by FOSS Business?**

Yes	21	(84,00%)
No	4	(16,00%)
Nominations (Multiple choice possible!)	25	
total answers	25	
no answer	1	

17) **Please describe the initial steps you will take to implement your FOSS Business plans.**

- 1. conduct similar training for Zanzibar (Awareness is crucial) -- 2. Integrate Zanzibar University curriculum with FOSS
- ICT consultant on Open Source Software
- First, Registering my company legally -- Second, getting to know better Joomla package for starting with, in creating websites. -- I hope those are the initial steps I will make sure I take.
- Looking for what is the problem with us and starting solving it is the way forward
- Conduct 3 trainings in Arusha, Mwanza and Morogoro
- Establish a certification center -- Secondary school FOSS programs
- Migrate all computers in my office to Ubuntu -- make a point of advocating for Open Source when I meet customers in the course of marketing my products -- find an equivalent product for Electronic Document Management System that I am currently using
- 1. Market analysis -- 2. Decide on business model to be used -- 3. Prepare initial business plan -- 4. Mobilizing capital by investing my own money and some from my well wishers -- 5. Advocating my products to prospective clients
- To introduce FOSS in my business plan
- First of all, I would use the knowledge that I gained in this 5 day training regarding how to start up a FOSS business. Since now we all are a part of FOSS community if we get any sort of problem we can always ask for support from other community members regarding the issue
- I'm really eager to start business in the area of training students in the colleges
- First I have to find out, in which area there is problem that needs instant solution II
- I work for local government national association. I will therefore do the following:
  - create awareness to local government authorities in Tanzania by sending information about FOSS
  - require local government in Tanzania to commit to Training to be organised by ALAT
  - Design training on FOSS to local government authorities
  - Request financial resources to finance the training
  - Organise the training in collaboration with University Of Dar Es Salaam Computing Centre
- I will register a company that will be providing consultancy in ICT using FOSS
- I will start inhouse training in my office to advocate about using FOSS instead of other software or to run both until we reach the point where we can use FOSS a hundred percent
- feasibility study; costs; needed skills

- Lobbing/Advocating most of Internet chafes holders to migrate from using windows to FOSS and then conduct FOSS training for them
- First in my own organization I will introduce strong ICT police in order to prove FOSS, eg only Linux will be use in our computer
- As my business idea is to support Linux users by charging for the service and trainings that I will offer as to be specific I have targeted primary and secondary schools in Tanzania so I will start convincing them to use Linux and install Linux for them free but charge for the training that I will offer
- Initial stage is to make strategic plan and looking on professional level

18)   What support would you require in this process?

- 1. some text books; 2. Financial support for renting revenue, tea breaks, lunch and support services
- Small capital II
- When I face any obstacles during that process I will ask for that
- Basically is money
- CD for Ubuntu/other; Linux trainings; technical advice; free laptops/at low prices; finance for preparations of trainings
- Technical and financial III
- Setting up a personal business can be very challenging, and there are various things one would like to have support on whether the business plan produced is feasible or viable enough to be carried out. The support I would require may be in terms of technical support and monetary support
- 1.class of 10 students; 2.10pc's
- Advices
- To get clarification from FOSS community whenever I need
- Cost and needed skills like programming school
- FOSS champions training support to the new staff on FOSS
- To pass my FOSS training to our staff
- I will need financial support that will assist me moving around schools as well as buying teaching materials and equipments such projectors etc.
- Training support required and some equipments

19)   How do you intend to finance your FOSS business plan?

- 1. look for donors who wish to help our community
- Because most of FOSS is free, so can easy start
- Starting with, through self finance
- From donors
- Look for sponsors and charge a low price to participants
- From my own resources for now
- 1. Personal funds; 2. Contribution from family members
- Self
- By asking for sponsorship using the information we were given during the session
- Through loans. I'm sure I can get loans from the Bank
- From salary I earn II
- Request finacial resources from funding organisations; secure financial resource from members because ALAT is membership based organisation; create training which

will be partly supported by members
- Loans from bank and my own sources
- Because the cost of FOSS is kept low I can start with my own salary
- By using my own money
- Through own computers, venue, and other possible training needs
- First I must be able to training more in oder to get finance
- I will take part of my salary as well as will write proposal searching for assistance
- through sponsors or loans from different financial institutions

3. Working and learning methods

20) **The content and outcomes of the individual learning units were clear throughout.**

Totally disagree	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	5	(19,23%)
	14	(53,85%)
Totally agree	7	(26,92%)
⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯	⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯	
Total	26	
no answer	0	
Mean	5,08	
Median	5	

21) **Participants were able to bring their own experience and examples into the training course.**

Totally disagree	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	12	(46,15%)
Totally agree	14	(53,85%)
⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯	⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯	
Total	26	
no answer	0	
Mean	5,54	
Median	6	

22) The material (e.g. presentation, checklists, etc.) helped me to understand the content better.

```
              Totally disagree        0    (0,00%)
                                       0    (0,00%)
                                       0    (0,00%)
                                       2    (7,69%)
                                       8   (30,77%)
                 Totally agree        16   (61,54%)
              _____     _____
                         Total        26
                     no answer         0
                          Mean      5,54
                        Median         6
```

23)   The working and learning methods were appropriate to the tasks and suitably varied.

```
              Totally disagree        0    (0,00%)
                                       0    (0,00%)
                                       0    (0,00%)
                                       4   (15,38%)
                                      11   (42,31%)
                 Totally agree        11   (42,31%)
              _____     _____
                         Total        26
                     no answer         0
                          Mean      5,27
                        Median         5
```

24) I could relate the case studies to the context of my own work and life.

```
              Totally disagree        0    (0,00%)
                                       0    (0,00%)
                                       1    (3,85%)
                                       7   (26,92%)
                                       8   (30,77%)
                 Totally agree        10   (38,46%)
              _____     _____
                         Total        26
                     no answer         0
                          Mean      5,04
                        Median         5
```

25)   The course was

```
                              too long     0   (0,00%)
                             too short    10  (38,46%)
                             just right    16  (61,54%)
                       _____    _____
Nominations (Multiple choice possible!)    26
                          total answers    26
                              no answer     0
```

4. Trainers

26)   The trainer(s) obviously had considerable expertise in her/his own field and was well prepared.

```
            Totally disagree     0   (0,00%)
                                 0   (0,00%)
                                 0   (0,00%)
                                 6  (23,08%)
                                10  (38,46%)
               Totally agree    10  (38,46%)
            _____    _____
                       Total    26
                   no answer     0
                        Mean    5,15
                      Median     5
```

27)   The trainer(s) only used specialist terms that had already been explained or were already familiar.

```
            Totally disagree     3  (12,00%)
                                 1   (4,00%)
                                 5  (20,00%)
                                 5  (20,00%)
                                 6  (24,00%)
               Totally agree     5  (20,00%)
            _____    _____
                       Total    25
                   no answer     1
                        Mean     4
                      Median     4
```

28)   The trainer(s) could listen to the participants and answered their questions.

```
                    Totally disagree        0    (0,00%)
                                            0    (0,00%)
                                            0    (0,00%)
                                            2    (7,69%)
                                            6   (23,08%)
                       Totally agree       18   (69,23%)
                    _____       _____
                               Total       26
                           no answer        0
                                Mean      5,62
                              Median         6
```

29)   How could the trainer improve his/her training methods?

- With more practical examples and case studies
- Addition of multimedia tools, like videos etc.
- None
- Increase more participants mean to more challenge
- Improve monitoring program for backhome assignment
- The training should be more practical since some people are not IT based
- More practical teaching methods could be established
- Learn more and use collaborative teaching methods
- It is appropriate the methods used
- I think the materials used were good. But in case there is a newer version or upgrades on the softwares used, they need to add some more information on the learning materials
- Through studying
- By reading more on FOSS and other related areas like business and so on II
- Prepare a more comprehensive Power Point Presentations; Include more examples of best practise in the presentations; make available case studies to the participants; improve the training environment say by organizing the class as round table to ensure maximum attention of all participants
- almost everything was fine the only need ro improve their presentation documents by place multimedias pictures and more diagrams and charts.
- They should consider also that not all participants are IT specialists so that all participants can move together with clear understanding but this was not a big issue
- Get involved in FOSS business completely to make them as roll model for the FOSS business
- To pass more practice
- Trainer improve by making the training more participatory
- By having enough facilities to support
- More Practicle

5. Achievement of objectives

30)   I think that FOSS Business Models can be implemented successfully.

```
                        Totally disagree        0    (0,00%)
                                                0    (0,00%)
                                                0    (0,00%)
                                                3   (11,54%)
                                               10   (38,46%)
                        Totally agree          13   (50,00%)

                        _____        _____
                                Total          26
                            no answer           0
                                 Mean        5,38
                               Median           5
```

31)   I think that my income can be increased by FOSS Business.

```
                        Totally disagree        0    (0,00%)
                                                0    (0,00%)
                                                1    (3,85%)
                                                3   (11,54%)
                                                7   (26,92%)
                        Totally agree          15   (57,69%)

                        _____        _____
                                Total          26
                            no answer           0
                                 Mean        5,38
                               Median           6
```

32)   My knowledge on how to use FOSS systems increased through this course.

```
                        Totally disagree        0    (0,00%)
                                                0    (0,00%)
                                                0    (0,00%)
                                                3   (11,54%)
                                                7   (26,92%)
                        Totally agree          16   (61,54%)

                        _____        _____
                                Total          26
                            no answer           0
                                 Mean         5,5
                               Median           6
```

33) I plan to actively participate in the FOSS Business Models community.

```
                           Totally disagree        0    (0,00%)
                                                   0    (0,00%)
                                                   0    (0,00%)
                                                   2    (7,69%)
                                                   7   (26,92%)
                           Totally agree          17   (65,38%)

                         _____      _____
                                   Total        26
                               no answer         0
                                    Mean         5,58
                                  Median         6
```

34) I esteem Open Approaches like FOSS helpful for innovation.

```
                           Totally disagree        0    (0,00%)
                                                   0    (0,00%)
                                                   0    (0,00%)
                                                   2    (7,69%)
                                                   8   (30,77%)
                           Totally agree          16   (61,54%)

                         _____      _____
                                   Total        26
                               no answer         0
                                    Mean         5,54
                                  Median         6
```

35) What competences or expertise have you acquired in addition to the training course's explicit outcomes?

- I'm technical person, so the course gave me basic business skills, quite pleased
- Proposal writing, and sources of finance
- How to Install Ubuntu and the usage of Joomla Content Management Software
- Joomla and Ubuntu
- Marketing skills and business skills, PR skills
- Using Joomla for web development; using Ubuntu OS
- Using Ubuntu and Joomla
- Business management and marketing general in how to conduct business especial it ICT mainly on FOSS
- 1. Knowledge of several FOSS business models; 2. FOSS communication and advocacy methods
- FOSS knowledge and its applicability in business
- On a personal level, I have a better idea compared to what I knew about FOSS. I was not one of users of the FOSS but after the training I am using the applications and find it very interesting and have acquired much knowledge on that which will help me in many ways on personal and professional basis

- 1.How to write business Plan; 2.How to start business; 3.advocacy; 4.Financial management
- The Joomla skills II
- I was made aware of the different between proprietary software and FOSS. This is really empowering; New ways of designing website for my organisation; How to establish a FOSS based business
- I have just get familiar with more open source software
- Experience from other participants
- Be able to create website using Joomla; able to have organized business plan for FOSS
- More competences
- It is now I can be able to commence my business and run it good
- Networking with fellow members; I got to join platforms that would help me in future like (FBT and E-learning)
- How to make websites with Joolma

36) Value for money of training-
Are you satisfied with the value for money of the training?

Very unhappy	0	(0,00%)
	0	(0,00%)
	1	(3,85%)
	2	(7,69%)
	7	(26,92%)
Very pleased	16	(61,54%)
Total	26	
no answer	0	
Mean	5,46	
Median	6	

37) Value for money of training-
Do you think the certificate for this training will be of value to you?

Very unhappy	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	1	(3,85%)
	6	(23,08%)
Very pleased	19	(73,08%)
Total	26	
no answer	0	
Mean	5,69	
Median	6	

38) How do you consider the pricing of the training and added value of skills obtained? What would be a reasonable price for such training and which type of certification should such training offer?

- $50 is a reasonable price
- $750
- Fair
- 150 USD
- Depend the target audience but moderate from Tshs 100,000 to 350,000
- The price was very reasonable; The Training should provide two certificates: 1. FOSS certificate; 2. Ubuntu certificate
- I paid 200,000 for the course, everything considered I think a better price would have been 150,000
- Its a very perfect price and am totally agree with it.
- It is ok
- Tshs 500,000
- I think the pricing was just fine. In regard to the certification, i think apart from the certificate offered by FOSS, it would have been better if the training center also provided an additional certificate of attendance
- The value should be at least USD 90; Material: 1.technical and support; 2.Introduction to programming; 3.Business with foss
- Reasonable III
- We were informed that the training was free of charge and we only paid for the materials. This means that the cost was very reasonable. If the price is brought down more people can attend the course
- I think costing was just perfect taking to the consideration that most of Tanzania people do not have enough funds to support themselves
- $50
- I think the price is quite small compare to the training packages and the benefits we made
- Less than 100usdollar in oder to get more trainer and certification will be better to put in international certifications
- Less than $ 150
- For sure what we have gained is so much compared with the price
- tshs 200,000/= is ok; FOSS Certificate; Attendance Certificate; Ubuntu Certificate
- the price was fair

6. Participants

39) **The atmosphere among the participants themselves was always cooperative**

Totally disagree	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	3	(11,54%)
	6	(23,08%)
Totally agree	17	(65,38%)
Total	26	
no answer	0	
Mean	5,54	
Median	6	

40) **I was able to benefit from the experience of other participants.**

Totally disagree	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	2	(7,69%)
	9	(34,62%)
Totally agree	15	(57,69%)
Total	26	
no answer	0	
Mean	5,5	
Median	6	

41) **I would like to continue exchange on the subjects with the other participants via a mailing list, that will be offered.**

Totally disagree	0	(0,00%)
	0	(0,00%)
	1	(3,85%)
	0	(0,00%)
	5	(19,23%)
Totally agree	20	(76,92%)
Total	26	
no answer	0	
Mean	5,69	
Median	6	

7. Organisation

**42) How happy are you with…
the overall organisation of the training course?**

```
Very unhappy          0    (0,00%)
                      0    (0,00%)
                      0    (0,00%)
                      1    (3,85%)
                     13   (50,00%)
Very pleased         12   (46,15%)
_____        _____
         Total       26
     no answer        0
          Mean       5,42
        Median        5
```

**43) How happy are you with...
the information you received in the run-up to the training course (e.g.,
organisational details, technical / professional information on the subject
…)?**

```
Very unhappy          0    (0,00%)
                      0    (0,00%)
                      0    (0,00%)
                      3   (11,54%)
                     11   (42,31%)
Very pleased         12   (46,15%)
_____        _____
         Total       26
     no answer        0
          Mean       5,35
        Median        5
```

44) What other information / documents would have you needed as well?

- Advanced skills in Business
- More training material
- I would like to get information on how to order free CD for training purpose in future projects which I expect to start soon
- Grants; Books on Linux/Unix
- For me they where enough
- It would have been better f we were offered some of the application softwares to be used. and a manual for the commands used in the OS would also be very helpful for those who are using the OS for the very first time
- Introduction to Joomla
- Collection of some useful FOSS II
- More information about technical support
- I just need some materials on-line

- More about accounting package; how can I get account package cheap than as it in the market because in my organisation we still use manual
- No the provision was enough and satisfactory
- More software in order to prove my knowledge as I am computer technician
- Soft copy
- For me what I think is enough

45) **Since there are lots of aspects a survey like this cannot cover, we would ask you to add any comments or recommendations below that you might have for future training courses.**

- No commit
- Customer Relationship Management
- There must be more training like a continuing projects which can evaluate and asses the trainers and training. Its a good begging which worth keeping it, and its better it can be continued
- As I have mentioned above, additional manuals would be a great help for those users who are new to the OS. Despite that, I think the training sessions were very clear and helpful and I would continue to use FOSS and ask for support if I need any clarification regarding FOSS. -- Thank you
- 1.I prefer the course at least to add more time so as good sound certificate can be issued; 2.certification for FOSS should started soon; 3.movement for advocay to local government and the community in general; 4.curriculam for school should be changed to add FOSS subject
- It is better next time to have a raw FOSS and start customize and come up with the solution. The selection of area to find solution will be on your side II
- I have attended many training on ICT but this one was very user friendly. There are however one area which need to be improved: the organization of the training to ensure that each participant can follow and accomplish the practical excercise to be done during the training. For example we were given the exercise of designing a website using Joomla only few were supported to accomplished the exercice. Otherwise this was a great eye opener to the world of technology and innovation. The networking was also excellent. We were introduced to the new community of FOSS which is also something very good
- Training materials and courses should be designed for network administrators and developers as well
- To conduct courses like this regulary so that even us without IT knowledge will get experience and make business with this FOSS opportunity
- Sponsoring participants is the better option
- Yes future training is important on new Ideas, technologies and packages on FOSS world
- Number of days and Material should be added
- The course is good as well as trainers
- More case study from Tanzania