**Problems in ICBT management - handling students’ payment**

1. Do most of the students pay arrears on time regularly?

Yes No

1. Are there any ways to track the students who haven’t paid arrears?

Yes No

1. Are there any ways to inform or warn the students who have large amount of payment arrears?

Yes No

1. At current situation, can students attend lectures without paying their payment arrears?

Yes No

1. In ICBT, are there any access control mechanisms implemented to class rooms in ICBT?

Yes No

1. Is there any ways to prevent students from attending lectures if he has payment over dues?

Yes No

1. If not, it will lead to business disadvantages in ICBT, do you agree?

Yes No

1. Are students allowed do exams while having payment arrears?

Yes No

1. Are students allowed to submit assignments while having large amount of payment arrears?

Yes No

1. Do ICBT need a solution for these problems? So to make the students pay arrears on time, what solution do you prefer among these?

{Yes No }

Inform via email Inform via text message Inform by making phone calls

Implement access control for lecture rooms

**Problems in ICBT management – security threats**

1. Are there any access control mechanisms implemented in ICBT?

Yes No

1. Are students and lecturers of ICBT provided with a unique identity?

Yes No

1. Can outsiders access ICBT university premises without permission?

Yes No

1. If so, is there any way to track them or prevent them?

Yes No

1. If outsiders can access ICBT premises, it is a big threat to security of ICBT, do you agree?

Yes No

1. Do you think an access control mechanism is needed in ICBT to prevent all those problems? Give your idea.

Yes No

1. Are attendance of students and lecturers marked manually?

Yes No

1. Marking attendance manually takes much time and cost, do you agree?

Yes No

**Students/ lecturer problems - unexpected changes in informed lecture schedule**

1. How you are informed of lecture schedules and allocated lecture room?

Email SMS By phone calls

1. Are they accurate as informed?

Yes No

1. Have you faced any situations where, pre informed lecture rooms changed without informing?

Yes No

1. If yes, how did you find your lecture room?

Making phone call to friends

Making phone call to coordinator

Walk and find

1. Do you need any better solution for this?

Yes No

1. Do you think SMS alerts of sudden changes can help you in such situations?

Yes No

**Lecture arrival unawareness**

1. When you go to ICBT for a lecture, are you staying inside the lecture room till the lecture comes?

Yes No

1. What do you prefer to do till the lecture arrive to the lecture room?

 Stay outside till the lecturer comes in Stay inside the lecture room

Chat with friends outside

1. At that time, have you faced any situation like, while you are waiting outside for a lecturer to arrive, lecturer has been already arrived the lecture room without your knowledge?

Yes No

1. Do you think, if a real-time SMS alert will be sent to your mobile phone when the lecture arrived, this problem can be solved?

Yes No

1. Any other ideas?