

## Document Analysis Guide

This guide is designed to help you systematically collect and organize documents, materials and resources pertaining to the school-based telecenter.

The following documents should be reviewed, analyzed, and photocopied when appropriate and possible.

### **Financial records**

The school's technology-related budget over the last three years

### **Logs and registers**

All records of client use and transactions

### **Reports, planning materials documentation**

Materials including mission statement, project proposals and reports, meeting minutes or summaries, official memoranda,

### **Outreach materials**

Brochures and flyers, posters, newsletters and other materials directed to clients and potential clients

### **Regional information**

Demographic, socio-economic, and geographic information about the region

At the beginning of your evaluation effort, request any relevant materials in these categories from World Links and SchoolNet staff. Review these documents, when possible, in advance of the evaluation. Request additional documentation from the school when needed.

### **General information**

- 1 Name of telecenter:
- 2 Physical address:
  
- 3 World Links status (1 = yes, 2 = no):
- 4 Date school joined World Links:
- 5 Grades served by school:
- 6 Size of student population:
- 7 Size of teacher population:
- 8 Number of schools using computer center:
- 9 Date telecenter operations started:
- 10 Name(s) and position(s) of persons supplying documents:

**Financial information**

Financial analysis has two main objectives:

- To determine the telecenter's contribution to the sustainability of the school's computer lab
- To help identify expense and revenue patterns among school-based telecenters

If the telecenter began operation within the last three years, include one year of pre-telecenter budget information. Be sure to indicate this directly on your record of that year's operations.

Unless otherwise mentioned, information is requested for finances related directly to the school's computer lab and telecenter. Analysis should separate these costs from the school's total operating costs in all relevant categories. For example, in a school with multiple telephones or telephone lines, you would not record total monthly telephone expenses, you would record only the telephone expenses related to the school's computer facility.

If separate accounts are available for school-based use of the facility and for its use as a telecenter, please record information from both sources separately. You may need to combine accounts from these sources to arrive at certain totals.

**EXPENSES**

- 1 Total annual expenses
- 2 Average monthly expenses  
Average monthly expenses, school in session  
Average monthly expenses, summer holiday
- 3 Total annual and average monthly expenses by category:
  - Personnel (if any)
  - Rent (if any)
  - Utilities
  - Telephone and Internet
  - Consumable supplies (e.g., paper, ink cartridges)
  - Hardware
  - Software
  - Repairs and maintenance
  - Insurance
  - Professional services, non-technical
  - Staff professional development and training
  - Miscellaneous (the total of the above categories subtracted from the total)
- 4 Identify and date any major hardware (e.g., new printer, new computer, scanner, etc.) and software (e.g., Microsoft Office) acquisitions. What were the sources of funds for this purchase?
- 5 Identify and date any other major one-time costs (e.g., solar panels, burglar bars, new wiring). What were the sources of funds for this expense?
- 6 Staff wages and salaries by position.

INCOME

- 1 Total annual income
- 2 Average monthly income  
Average monthly income, school in session  
Average monthly income, summer holiday
- 3 Total annual and average monthly income by category:
  - Computer rental
  - Internet use
  - Printing
  - Training
  - Graphics and desktop publishing
  - Web design
  - Web hosting
  - Consulting services
  - Photocopy
  - Fax
  - Scan
- 4 Record the price of each service.
- 5 Identify and date any major cash inflows (e.g., loan, grant, project funding, etc.). What were the sources of and the reasons for these funds?
- 6 List annual total and average monthly income for each training course provided by the telecenter.

**Logs and registers**

Review all relevant sources of information about the telecenter's clients and their uses of the facility.

- 1 Record the regular timetable or schedule of telecenter use.
- 2 On average, list the number of people who use the telecenter per day, per week, and per month.
- 3 How many of these are students? How many are teachers? How many are not connected to the school?
- 4 For each service (computer use, photocopy, etc.), list the total number of users. Then record users by category in terms of gender, age, relationship to the school (e.g., student, teacher), occupation, and any other relevant category.
- 5 List and date any special courses or workshops. Who attended? Return to the financial records and determine, if possible, the expenses and income directly associated with this workshop.

**Reports and documentation**

Review proposal, reports, and other documents produced by the telecenter staff or administration. Also review the telecenter's development plan or workplan.

- 1 Record all the document types or information types that have been produced by the school or telecenter:
  - 1 = Mission statement
  - 2 = Goals and objectives
  - 3 = Client policies
  - 4 = Staff policies
  - 5 = Organization chart
  - 6 = Development plan or other major planning document
- 2 Record the mission statement, goals, and objectives of the telecenter, if these are available.
- 3 List, date, and describe any project proposals or requests for funding. If funds were awarded, indicate the date and the amount. If appropriate, describe any activities (e.g., workshops, outreach, etc.) that have been funded.
- 4 Summarize (and if possible, make copies of) any internal or external evaluations or assessments of the telecenter.
- 5 Summarize any reports on special projects.
- 6 Review monthly, quarterly or annual status reports, recording any highlights or important entries.
- 7 List and date any reports to the telecenter steering committee and to the school's parents-and-teachers group. Record any highlights or important entries.

**Outreach materials**

Collect samples of any brochures, flyers, newsletters, or other outreach materials produced by the telecenter.

For each publication, answer the following questions:

- 1 List and provide the publication date of each document. If the document is part of a special project or initiative, record the name of that initiative.
- 2 Who is the target audience for the publication?
- 3 What is the objective of the publication?
- 4 Is the audience addressed in a way that, in your opinion, is comprehensible, respectful, and informative?

**Regional information**

Collect and summarize information describing the socio-economic, geographic, cultural and demographic context of the telecenter.

Your information can address:

Local infrastructure

Roads; telecommunications; electricity; water; habitat; teledensity; IP network

Social and demographic information

Population; household size and income; ethnic and religious communities; gender-related ownership and control of assets

Education

Number of schools; enrolment rates (primary and secondary); teacher-pupil ratios; average distance to nearest school; recreational opportunities (by gender and age)

Local Economy

Unemployment rate (gender and age); predominant occupations; average income (by gender and age); migration rate (by gender and age)

Political structure

Type of local governance; centralization / decentralization of infrastructural services; political and institutional stability