



Adventist University of Central Africa

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AUCA INFORMATION & COMMUNICATION TECHNOLOGY POLICY



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AUCA INFORMATION & COMMUNICATION TECHNOLOGY POLICY

Kigali, 2021

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ABBREVIATIONS AND ACRONYMS

AUCA	: Adventist University of Central Africa
BYOD	: Bring Your Own Device
CCTV	: Closed Circuit Television
DICTS	: Directorate for ICT Support
DNS	: Domain Name Services
ICANN	: Internet Corporation for Assigned Names and Numbers
ICT	: Information and Communications Technology
IP	: Internet Protocol
LAN	: Local Area Network
PDCA	: Plan, Do, Check, Act
PPDA	: Procurement and Disposal of Public Assets Act
WAN	: Wide Area Network

Philosophy

The Adventist University of Central Africa operates on the basis of the Seventh-day Adventist worldview, which holds that God is the Creator and Sustainer of the universe and the source of true knowledge. The entrance of sin caused man's alienation from God, therefore the restoration of the relation between man and God is the main aim of the Christian Education that leads students to discover and understand the truth through critical thinking.

Mission

The mission of the Adventist University of Central Africa (AUCA) is to provide Christ-centered wholistic quality education to prepare for service in this world, and in the life to come.

Vision

The vision of the Adventist University of Central Africa (AUCA) is to become an international center of academic learning with global impact.

Beliefs and Values

AUCA is a Seventh-day Adventist institution of higher learning that nurtures the mental, spiritual, social and physical capacities of its personnel and students. The values of the University are rooted in the Bible and should be seen in the daily activities of the university administrators, workers, and students.

Through a process of discernment based on dialogue, critical thinking, and reflection, university designates the following as core beliefs and values of AUCA:

Love: Informed by the example of Jesus Christ, and by the fundamental beliefs of the Seventh-day Adventist Church AUCA demonstrates a spirit of unity and connectedness with one another through expression, courtesy, hospitality, shared values and loving communication regardless ethnicity, gender, or other considerations. AUCA extends this value of community by reaching out to neighbors and to members of the larger civil and ecclesial communities.

Faith: AUCA is a faith-based institution of higher learning. The faith nurtured in the institution is rooted in the teachings of Jesus Christ and in the 28 beliefs of the Seventh-day Adventist Church. While other religious traditions and individual beliefs of our personnel and students are respected, the university administration and faculties are expected to integrate a biblical, Seventh-day Adventist faith into learning activities of the students.

Integrity: Concerned for the good of the community in this life and the life to come is the University goal as it commits itself to honesty in all relations with students, faculty, staff and administration. Through the University integrity, workers and students earn and maintain the trust of the surrounding community, public, and governmental agencies.

Respect: AUCA values and respects the contribution of each member of the university community to the advancement of the mission of AUCA. AUCA encourages and supports each other as colleagues working together for the good of the whole institution.

Compassion & Care: Inspired by the example of Jesus Christ AUCA opens its workers and students' hearts to those in physical, spiritual and mental need. AUCA consciously reaches out beyond its boundaries to serve others in need with compassion and mercy.

Fairness and Justice: recognizing the dignity of all persons (students, staff, teachers and administrators) AUCA seeks to avoid any acts of injustice toward each other and addresses instances of injustice both within and outside of the university community from a stance of informed advocacy. AUCA holds each other accountable and endeavors to practice responsible stewardship of the resources available to us.

Excellence: As a faith-based institution of higher learning, AUCA seeks to combine faith with reason in the pursuit of academic excellence. AUCA Senate and Administration call all members of the university community to excel as individuals and as professionals within their specific roles.

Motto

“Education for Eternity”

AUCA goals

As an Adventist University, its principal goals are as follows:

- To promote the development of the mental, spiritual capacities and social strengths of an individual until his highest potential is reached;
- Based on biblical principles the university seeks to help students become useful members of the society not only endowed with intellectual skills, but well-developed character. The university focuses its goals and its objectives on the principles of the Bible;
- To inculcate into the students the desire for a life style based on a balanced natural food, principles of hygiene and physical exercises; and
- To help students become useful members of the community endowed not only with intellectual skills, but also with the most well-balanced character of a good citizen of this world and the world to come.

AUCA Accreditation

The university operates under the charter from the Ministry of Education of the Government of Rwanda, through Higher Education Council (HEC) and as such it is empowered to offer its programmes and confer appropriate degrees. The institution has reciprocal arrangements to recognize its degrees and diplomas from other accredited universities both within the country and elsewhere. Denominationally, the university holds accreditation from Adventist Accrediting Association (AAA) of the Seventh-day Adventist Schools, Colleges, and Universities worldwide.

1. INTRODUCTION

The adoption and utilization of Information and Communications Technology (ICT) within Adventist University of Central Africa is aligned to the University Strategic Plan. The implementation of ICT requires an overall guiding framework to ensure that it's well-managed, complies with legal and regulatory requirements, creates value, and supports the realization of the University's objectives based on globally accepted best practice, guidelines and principles.

In line with the above, the Adventist University of Central Africa ICT Policy provides a structure for all the relevant ICT policies to support the achievement of the ICT Vision. Broadly, the policies here within spell out best practice, define roles and responsibilities of all user groups as well as provide guidance in the delivery, implementation and usage of ICT.

Lastly, I wish to acknowledge the efforts of the Directorate for ICT Support in the coordination of the development of the ICT policy. We all have an obligation to the University to comply with this Policy.

The purpose of this Policy is to describe and document the ICT policies and procedures that will support Adventist University of Central Africa goals and objectives within all the teaching, learning, research and administrative units. This geared towards increasing effectiveness and efficiency in all University functions. As such, the development of these policies took into consideration alignment to other existing University functional policies as well as globally recognized ICT practices. The University will accordingly ensure the university-wide dissemination of this Policy to user group categories. The Policies will be reviewed periodically to ensure they remain relevant and aligned to the goals of the University.

General Scope

The ICT policy applies to all Adventist University of Central Africa Departments and Units and covers these areas:

- i. ICT Governance
- ii. University Data Communications
- iii. Cyber Security
- iv. Software Development and Acquisition
- v. ICT Service Management
- vi. ICT Skills Capacity Building
- vii. ICT Services Support
- viii. Telecommunications and Unified Communications
- ix. ICT Procurement
- x. Social Media
- xi. Software Licensing and Ownership
- xii. Information Systems and Data Warehousing
- xiii. Special Needs ICT Usage

2. ICT GOVERNANCE POLICY

Effective ICT Governance provides a conducive environment for the alignment of all ICT investments in a rationalized manner that is aligned towards enabling an organization meet its goals and objectives. This also contributes to the attainment of value for money, management of risks and effective ICT utilization.

This policy defines the Adventist University of Central Africa Acceptable Use for Information and Communication Technology (ICT) Resources. The ICT Resources provided for academic purposes and University businesses are extremely valuable assets which are relied upon for the delivery of University services.

This policy is designed to detail all areas of the University business and to recognize academic freedom when using ICT Resources. The intention is that this policy will enable the University to carry out its activities, by protecting and preserving University ICT Resources at the appropriate level.

2.1. Policy Objective

To provide for the centralized effective Governance of all ICT related matters within the University in a rationalized and harmonized manner.

The objectives of the policy are:

- To provide guidance for the acceptable use of ICT Resources at AUCA.
- To outline development, implementation and sustainability of ICT in the University.
- To promote efficient and effective usage and operations of ICT based systems in the University.
- To ensure users have proper awareness and concern for the security of ICT resources and adequate appreciation of their responsibilities during its use.
- To ensure users are aware of their legal obligations when using ICT resources.

2.2. Policy Scope

The policy applies to any person using or accessing the ICT infrastructure owned, managed, supported or operated by, or on behalf of the University and on university property.

2.2.1. Anti-Virus & Anti-Spamming Policy

The purpose of the University antivirus and anti-spamming policy is to ensure the University has adequate protection from computer viruses, unwanted and unsolicited mails both internally and externally by deploying an antivirus and anti-spamming software on University owned facilities. The University provides licensed antivirus software that is deployed to University owned facilities. All users within the University are to ensure their personal computers have an up-to-date and licensed antivirus software running on their machines.

The ICT Department will:

- Employ virus management measures at appropriate points of the University network.
- Implement virus control software and procedures to ensure that all networked computer servers and ICT managed workstations are protected against virus infection.

- Immediately disconnect compromised ICT facilities and services from the University network and these will remain disconnected until the infection has been remedied.
- Disconnect from the University network any user-owned or leased equipment that does not have appropriate and maintained antivirus software installed.
- Monitor continuous update of the anti-virus software installed.

2.2.2. Bandwidth Usage Policy

AUCA is dedicated to ensuring efficient and fair network utilization with the intention to meet the growing bandwidth requirements of the entire University.

The purpose of the guideline is to ensure that the AUCA community has a clear understanding of proper procedure and usage, and to ensure that all users are able to obtain their fair share of the wired/wireless network.

This guideline applies to all AUCA affiliates that are students, faculty and staff members as well as guests.

Management of bandwidth resources shall be entrusted to the ICT Department.

Policy Statement

- Internet bandwidth will not be over utilized as to prevent access to critical information, research and online educational material.
- Unauthorized persons/users are not allowed to access internet facilities within the campus network
- ICT resources shall be monitored at all times by the ICT Department for efficiency and optimal usage by all the users.
- Use of internet is allowed as long as it does not violate the policy or degrade the performance of the network or divert attention from work or studies.
- No user may damage, alter, or degrade equipment providing internet and network connections, thus hindering others in their use of the Internet.

- In cases where a user has been asked to disable a service, and does not do so, the ICT Department may revoke access to the network and initiate appropriate disciplinary procedures against the user.
- Disciplinary actions may include loss of network access for 30 days or more.

Users shall not:

- Download or store music, media or any other files where copyright issues may be of concern;
- Use the University Internet facility for running private businesses;
- Upload, download, or transmit:
 - Copyrighted materials belonging to third parties
 - Offensive, fraudulent, threatening or harassing materials.
- Propagate computer viruses, run peer-to-peer software, send and/or receive unofficial files or undertake activities that cause network congestion;
- Use AUCA facilities to gain unauthorized access to any computing, information, or communications devices or resources

2.2.3. Data Backup & Restoration Policy

Introduction

Data backups are a requirement to enable the recovery in the case of events such as natural disasters, system espionage, data entry errors, or system operations errors. All backups must conform to the following best practice procedures.

Purpose

Ensuring no loss of information and successful recovery of data in the event of an equipment failure intentional. This policy is designed to protect data in AUCA, thus destruction of data, or disaster.

Scope

This data backup policy applies to all AUCA entities who use computing devices connected to the AUCA network or who process or store critical data owned by AUCA.

AUCA users are responsible for arranging adequate data backup procedures for the data held on computer systems assigned to them. The (ICT) is responsible for the backup of data held in servers and related databases. The responsibility for backing up data held on the workstations of individual's falls entirely to the user.

Policy Statement

Data to be backed up include the following information:

- A weekly backup should be done.
- Copies of the backup media, together with the backup record, should be stored in a safe location.
- Records of what is backed up and to where, must be maintained.
- Regular tests of restoring data/software from the backup copies should be undertaken once per semester by the ICT Department, to ensure that they can be relied upon for use in an emergency.
- The backup media must be precisely labeled and accurate records must be maintained of backups done.
- Three consecutive monthly backup media stores should be retained, in a secure location
- User data stored on the hard drive.

Procedures

Users who need files restored must submit a request to the ICT Department including information about the name of the file, the last time it was changed, and the date and time it was deleted or destroyed.

2.2.4. Email Acceptable Use Policy

AUCA provides email resources to support its work of teaching, administration, scholarly research, and public service. This policy statement sets forth the University policy with regard to use of,

access to, and disclosure of email and to assist in ensuring that the University's email resources serve the purpose for which they are intended.

- All new students and faculty are assigned an AUCA email address. The email follows the format of firstname.lastname@auca.ac.rw. This makes it easy to identify anyone's email address within AUCA. Use of official emails is required within AUCA for University related communication.
- Generic office emails are encouraged for continuity and reference purposes in cases where we have contractual office bearers.
- Responsible use of AUCA emails is encouraged. Each email address created has a space allocation of 30GB.
- All users will be trained on how to use the email system and best email practices.
- Emails of students and faculty who have completed their studies and employment are never deleted from the system. Thus we encourage responsible use of the email facility.
- Non-teaching staff who resign or leave AUCA will have their email account deleted after a period of time to give the user time to backup and clean up the account. A notification to delete the account will be done by the Administrator.

Although active use of the email system is encouraged, abuse of this system can result in serious consequences. Inappropriate use of the systems includes:

- Use of the University's email system to set up personal businesses or send chain letters
- Forwarding of University's confidential messages to external locations
- Distributing, disseminating or storing images, text or materials that might be considered indecent, pornographic, obscene or illegal.
- Distributing, disseminating or storing images, text or materials that might be considered discriminatory, offensive or abusive, in that the content is a personal attack, sexist or racist, or might be considered as harassment
- Breaking into the University's email system or unauthorized use of a password/mailbox
- Broadcasting unsolicited personal views on social, political, religious or other non-business related matters
- Introducing any form of computer virus or malware into the University's network

- Use of the email system for purposes that any reasonable person would know the University's would not approve of.

Disclaimer and Confidentiality Notice

The following disclaimers apply to all emails sent on the AUCA mail system: Any opinions expressed in this message and any attachments are those of the sender only and do not necessarily represent the views of AUCA. AUCA accepts no responsibility for the content of this e-mail.

The information contained in this message and any attachments is intended solely for the use of the person(s) to whom the message is addressed. The information may be confidential and, if you are not the intended recipient, you must not disclose, copy or distribute. Please notify the sender immediately.

2.2.5. Information Security & Protection Policy

Purpose

This policy is designed to protect AUCA resources on the network by requiring strong passwords along with protection of these passwords, and establishing a minimum time between changes to passwords.

Scope

This policy applies to any and all personnel and students who have any form of computer account requiring a password on AUCA network including but not limited to a domain account and e-mail account.

Policy Statement

- Do not leave your computer accessible when unattended.
- Don't use part of your username/login/acronyms/ name in your password.
- Don't use parts of numbers easily remembered such as phone numbers and addresses.
- Make sure your password is changed regularly.
- Never send a password through email.
- Never tell anyone your password.
- Never use the "Remember Password" feature of application programs such as Internet Explorer, your email program, or any other program.

- Never write passwords down or store online without encryption.
- Always use different passwords for various AUCA accounts whenever possible.
- Remember to copy data regularly for security and backup.
- Do not hint at the format of a password (e.g., “my home town, my date of birth”).

2.2.6. User Support & Maintenance Policy

Introduction

ICT systems play a major role in supporting the day to day activities of the University. Maintenance and Support of the ICT systems is essential to the success of academic and administrative activities.

Purpose

- To provide a framework for the best operational practice, between the ICT department and the users; that enables all involved to save time and provide any ICT assistance that may be required.
- To ensure that all the University ICT systems, programs, data, network and equipment are functional.
- To ensure that all the users are responsible for reporting immediately any malfunctions of any ICT equipment to the ICT Department.

User support is open to all computer hardware and software owned by AUCA and all users of computer systems, including but not limited to University students, faculty and staff.

The areas of support include equipment repair and preventive maintenance.

2.2.7. Computer Labs Policy

AUCA has set up computer labs for academic, instructional, research, administrative and public service purposes.

This policy is in place to ensure that the computing labs are kept functioning at an optimal level of effectiveness for all users.

All persons using AUCA computer labs and equipment must abide by this policy. Violation of these policies will result in loss of computer lab privileges.

Policy statement

- Persons using laboratory equipment must have a AUCA ID card valid for the current semester and must be able to produce the card upon request.
- All persons using the lab are responsible for backing up their own data and protecting their own information.
- Smoking, food and beverages, are prohibited in the labs.
- Audio output or sound playing devices are permitted only with the use of headphones.
- AUCA lab equipment may not be used for business purposes or in any for-profit venture.
- Disabling computers by disconnecting cables, removing hardware, installing software or locking workstations will be considered vandalism and treated as such.

Procedure

- The computer lab is open during the semester and office hours.
- The computers in the computer lab all have an updated antivirus. Therefore, students can freely use their removable storage media.
- All problems or assistance should be reported to ICT Department.

2.2.8. Website Use & Update Policy

The policy ensures that AUCA website is open and the public has rights to access appropriate information and data provided for public view. The website shall be maintained in a user friendly and accessible state. The ICT department has the responsibility of updating the website every first week of the month.

The ICT Department will ensure the websites are always available to the public. All AUCA sites are accessible from all AUCA sub domains.

Purpose

The AUCA website is designed to make it easier and more efficient for visitors to learn about and interact with AUCA. Like all online resources, we recognize that website visitors are concerned

about issues of privacy, security of information, the quality and accuracy of the information presented. The mission of the AUCA website is to:

- Provide a means of communicating news and information regarding AUCA to the general public, academic communities elsewhere, faculty, students, and staff within AUCA.
- Act as a resource for research and education for the general public, academic communities, faculty, students, and AUCA staff.
- Highlight and showcase the exciting and original ongoing research and innovation at the University, as well as the academic and educational accomplishments of AUCA.

AUCA is committed to preserving privacy and security while visiting the website and to giving the best possible information. AUCA may, at its sole discretion, change, modify, add or delete portions of this policy.

This Policy also applies to:

- All AUCA administrative officers and Heads of Departments who are in charge of providing information for respective website webpage(s).

Copyright

All materials posted on the site are subject to copyrights owned by the AUCA or other individuals or entities. Any reproduction, retransmission or republication of all or part of any posting or document found on the site is strictly prohibited, unless AUCA or the copyright owner of the material has expressly granted its prior written consent to so reproduce, retransmit or republish the material. All other rights are reserved.

Responsibilities

- The day-to-day operation of the website will be overseen and maintained by the ICT department.
- The University Principal can either allow updates to be live, if compliance is confirmed or contact the author for amendments.

Procedure

- The AUCA website will be updated regularly.

- Any person requesting a webpage update, revision or inclusion must submit a written request to the relevant Head of Department for approval before communicating to the ICT Department.
- Upon submission, all requests will be reviewed and you will be contacted via e-mail or phone regarding the status of your request. Any updates to a web page must be submitted in their entirety before an update begins. For instance, if one of your web pages needs to be updated, you must submit all text and images required to update that page.

Limit of liability

AUCA may not be held responsible for any loss or damage arising from use of the AUCA website.

The ICT department may not be held responsible for any mistaken or outdated content on the AUCA website.

2.2.9. Hardware And Software Disposal Policy/ ICT Asset Disposal Policy

AUCA must dispose of all technology hardware and software in environmentally friendly manner and in the relevant accordance to disposal laws and the Rwandan laws, including, but not limited to regulating waste and respecting copyright and licensed software. We aim as much as possible to avoid creating e-waste. Purpose

The policy applies in the event that a department possesses technology hardware or software that is no longer required due to:

- Excess of useful life
- Lack of continued need
- Inability to upgrade required hardware or software
- Damage
- Excessive maintenance cost
- Reception of a new computer

Policy Statement

- All such equipment must be evaluated by both the ICT department and the head of relevant department in accordance to the policy.
- Disposal is through the Store Manager of the University.

Based on the assessment of the equipment the following process will be followed:

Redistributed

If a computer meets current minimum standard requirements, it will be redistributed to a location within the University based on the overall needs of the University.

Donated/ Sold

Any hardware considered no longer in service to the college can be donated/ sold to:

- Non-profit educational institutions
- Non-profit organizations
- Any interested person/company

The ICT department will ensure the hardware is cleared of all software licensed to the university and any data.

Salvaged

Any hardware that can no longer be used, but which has useful parts, will be salvaged for its parts. Those parts could be used by the ICT department.

Disposed off

Computer hardware and peripherals, which cannot meet the above categories, will be disposed. This equipment will be picked up by a reputable environmentally certified recycling company in compliance with all state laws.

- Any equipment, which is donated, salvaged, or disposed, will have a completed disposal record form.
- Approval will be provided by the Head of ICT and controller by the deputy principal finance.

2.2.10. ICT Training Policy

The University recognizes the need for ICT training and development of all its users to achieve its mandate. The purpose of this policy is to ensure high ICT competency among employees for optimal utilization of the ICT resources.

This policy covers all ICT capacity building aspects including technical, managerial and user trainings.

Training will be conducted to sharpen the existing ICT competencies to improve performance; provide new ICT skills and bridge any skill gaps.

This policy will be executed in line with the University ICT policy requirements.

Guidelines:

- Training and capacity building of employees involved in operations, management and support of all newly deployed systems shall be conducted.
- Users shall be trained on software's and systems they use for their daily work.
- Regular refresher courses shall be conducted.
- New users at AUCA will be inducted to all the software they require to execute their responsibilities.

2.2.11. E-Learning Policy

This policy is designed to support University e-learning activities. The policy will enable AUCA carry out its online activities by protecting and preserving University ICT Resources at the appropriate level.

It is the University Policy to enable access to and coverage of university education by using ICT in instruction, learning and research through the University-wide implementation of E-learning.

AUCA has a Learning Management System in place which runs on Moodle software. It is accessible using **elearning.auca.ac**

To support this policy, AUCA will:

- i. Create organizational (trainer capacity, training management) and technical (practice lab and computer-based training tools, self-paced training modules conditions assuring continuous in-house e-learning training capabilities in the long-term.

-
- ii. Ensure and require that all students and academic staff are trained on a continuing basis to equip them with the requisite skills to fully exploit the digital learning environment in their different disciplines.
 - iii. Develop university-wide and contribute to global e-learning networks based on academic interests groups and research collaborations.
 - iv. Establish the appropriate infrastructure and software responsive to academic needs through the designated central technological unit.

E-Learning Goals

- To provide an electronic education delivery system for greater access by our students;
- To provide flexibility of time and location;
- To promote the integration of technology in the learning environment
- To identify, provide, expand, and coordinate the development of quality courses and programs to meet the needs of e-learners.
- To Encourage and support the use of the learning management system and other technologies in both face-to-face and online learning environments.
- To evaluate periodically and comprehensively every facet of the e-learning program and use these results to restructure and improve the program.
- To ensure and require that all students and academic staff are trained on a continuing basis to equip them with skills to fully exploit the DLE in their different disciplines.
- To establish the appropriate common DLE infrastructure and software responsive to academic needs through the designated central technological unit.
- Units shall develop and nurture complementary methods of teaching and learning to e-learning as a medium of distance learning both within campus and outreach /upcountry centers, in the long term.

Student Privacy

All students will have an e-learning account created when they join AUCA. They will be enrolled in the courses they are pursuing for the semester and will have access to the courses.

Students will only have access to their particular account and be advised to set up a strong password.

The lecturer will grade the assignment that they give and the marks will only be visible to the particular student, thus ensuring student's privacy.

E-Learning Training/ Support

The ICT Department will train new students on how to login, access and download class notes as well as upload class assignments as given by the lecturers.

The ICT department will also train new faculty on how to login, access, upload class notes and class assignments. They will also be taken through the process of downloading and grading assignments.

The ICT department will offer support to every user of the LMS experiencing difficulties troubles.

The person experiencing difficulties will be expected to write an email or make a phone call to bring to the attention of the ICT department that they have troubles. The trouble shooting will be resolved at the earliest time possible.

Virtual Classroom

A virtual classroom is an online classroom that allows participants to communicate with one another, view presentations or videos, interact with other participants, and engage with resources in work groups. The virtual classroom will run on Zoom software by Zoom Video Communications. This is free software that allows one to make a video call for 60 minutes. In order to use the classroom, the faculty and students will be required to make a reservation to avoid double booking. Responsible use of equipment in the room is highly encouraged in order to serve us all well.

Only those who have undergone the Virtual Classroom training will be allowed to use the room.

3. ICT POLICY IMPLEMENTATION GUIDELINE

The ICT policy implementation exercise is dependent on obtaining approval and support from the University management. The commitment of the management will enable establish a cohesive link between the university’s objectives and the ICT Policy.

It is the responsibility of the ICT Department to inform management in advance of the financial year of every support required of the AUCA management.

The College management will fulfill the following responsibilities: -

a) **Strengthening of the ICT Department** - AUCA shall strengthen the ICT Department as the department in charge of daily operation of ICT and the lead in the implementation of the ICT Policy.

b) **Recruiting and retaining qualified personnel** - Because of the complex, constantly evolving nature of the ICT industry, it is of critical importance that the university employs and retains qualified staff to enable a successful implementation of the ICT policy

ICT POLICY DOCUMENT CONTROL

Document Name	Adventist University of Central Africa ICT Policy
Prepared by	AUCA ICT Department
Approved by	AUCA Management Board
Effective Date	23th September 2020
Next Review Date	2024

CONTACT

The ICT Office is open Monday – Friday from 8:00am to 5:00pm, except on approved holidays. Outside office hours, the ICT administrator can be reached via email (ict.admin@auca.ac.rw) and a response can be expected by the end of the next working day. Further information can be obtained from the university’s website and the ICT department.

