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A FRAMEWORK FOR VIRTUAL TRANSFORMATION OF A UNIVERSITY IN THE EASTERN CAPE, SOUTH AFRICA

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ABSTRACT

This study was formulated to determine the challenges for a virtual transformation of a university in the Eastern Cape Province of South Africa. It stemmed from the realization that virtualization has increased across all sectors owing to both technological advancements as well as the need for remote work that arose as a result of the Covid-19 of pandemic. The study used the challenges and recommendations provided by respondents to propose a framework for virtual transformation. The study was based on interviews with academics at a university in the Eastern Cape. Eleven academics took part in the study and the results indicated that there were challenges that include inadequate community engagement, funding and connectivity. The recommendations provided by the respondents resulted in the preparation of a framework that involves strengthening stakeholder engagements, good planning, ensuring specialized training and strengthening existing virtual systems.

Keywords: Virtualization, Higher education, Technology, Remote learning, University.