

# STUDYING ACROSS DIGITAL GAPS AND FIREWALLS

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# INTERNET ACCESS: NAVIGATING BETWEEN INSTITUTIONAL DEMAND AND LOCAL INFRASTRUCTURE

# Standardized Program Operations

- **Risk Prevention and Management**
  - Clear Safety and Security Guidelines Protocols
  - Emergency Notification System
- **Overall Monitoring of Program Quality**
  - Academics
  - Housing
  - Co-curricular Activities



# Objectives of Standardizing Operations

- Provide a safe and rewarding experience to participants in all programs
- Ensure a seamless administrative system
- Fulfill Mission, regardless of place of study

*« we change lives, our alumni change the world »*



# Facilities Requirements: The Pitfalls of Standardizing

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- **Assuming Good Quality Internet Access and Connectivity**
- **Standardized requirements and sub-standard facilities**
  - Connectivity in Senegal
  - Local Company offers sub-standard services
  - ADSL: Not enough bandwidth to ensure expected program quality

# MITIGATING MEASURES

# Program Administration Response to Poor Local Infrastructure

- Provide Rechargeable Internet Sticks to Students
- Double Internet Subscription with different companies
- Contract IT Services to control bandwidth usage and limit student connection with one device at a time



# Student Response to Poor Local Infrastructure

- **Two categories of responses:**
  - **1. The Bubble Seeker**
    - Seek the comfort of restaurants and cafés with hotspots
    - Stay in computer Lab and familiar places
  - **2. The Independent Explorer**
    - Engage with the discomfort of the unknown
    - Step off the «colonial veranda»



# A Note on the «Colonial Veranda»

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- In his article, “A View from the Veranda,” Anthony Ogden defines the “*colonial student*” in the following terms:

“The colonial student typifies the U.S. university student who really wants to be abroad and take full advantage of all the benefits studying abroad offers, but is not necessarily open to experiencing the less desirable side of being there. (37)

# LESSONS LEARNED FROM

# Lessons from the field

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- High facilities standards provide a sense of comfort and familiarity while abroad
- Familiarity and comfort impact student satisfaction, which, in turn, impact their program ratings



# Lessons from the field, Cont.

- Lack of high quality internet does pose a challenge to standardizing
- Examined from an increasingly institutionalized and standardized perspective, lack of alignment may be equated with poor service quality, a high risk offer, and a decrease in enrollment.



# Conclusion: Bubble Seeker or Independent Explorer

- **Why do we send students abroad?**
- Do we want students to be hardly more than insecure proprietors of experiences that we serve them in ready-to-consume packages?

*Or*

- Do we also want them to take ownership of their experiences by “stepping off the [familiar] veranda” of our standardized expectations?





## Digital and Disenfranchised

some personal reflections on exclusions, uprisings, and one little part  
of the global south

Dr. Elena D. Corbett  
Director of Education Abroad, AMIDEAST

## Context for Better Understanding

- As of the 2016 census, Jordan's population was just over 9.5 million, about 3 million of whom were non-Jordanians  
-source: *The Jordan Times*, January 30, 2016
- Average monthly salary in Jordan= \$637
  - Average monthly expenses excluding rent= \$676 (single), \$2468 (family of 4)
  - Amman is the most expensive Arab city in which to live  
-source: *The Jordan Times* (citing Numbeo and *The Economist Intelligence Unit*), April 7, 2017
- 75% of Jordanians 15 and older don't have a bank account
  - 85% of women don't have a bank account
  - In the MENA region as a whole, such financial inclusion stands at 14% of the population; it's 69% in East Asia and the Pacific and nearly 100% in developed countries  
-source: *Venture* (citing a report of the Jordan Strategy Forum and The World Bank's Global Financial Inclusion Index), October 23, 2017



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# MONTHLY EVO HOME (17JD)-1200GB



Monthly 17 JD Evo Home

17 Monthly

**Internet**  
1,200 GB

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8 MBPS  
FREE ROUTER

Bundle Name	Speed Up to	Monthly CAP	Promotional CAP	Monthly Price
Evo Home Promotional	8 Mbps	600 GB*	1200 GB*	17

\*Fair Usage Applied

Notes :

- Internet service depends on available coverage
- Yearly commitment is required for monthly subscriptions
- After finishing the monthly CAP, the speed will be throttled to 256 Mbps
- CPE Free
- Above prices are subject to sales tax 16%
- This offer is valid for limited time only

\* Fair usage policy is applied

Check [Umniah's Coverage Map](#) to discover Internet coverage in your area  
 For an offer, click here to fill out the form.

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### Unlimited Download

25 MBPS  
FREE ROUTER



Search

Explore Umniah



FAQ's



Coverage Map

Umniah calls to Umniah fiber line  
- 60 minutes off net.  
- 500 minutes toward Umniah mobile

 High speed internet	 Online gaming	 Security and surveillance systems	 Voice and video calls (or Voice and video over internet protocol)	 High quality film streaming (4K, HD)
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Service	Download Speed up to	Upload Speed up to	Monthly Capacity	Monthly Price (1Y commitment)	Monthly Price (3Y commitment)
Umniah Fiber 25	25 Mbps	25 Mbps	Unlimited*	30	25
Umniah Fiber 50	50 Mbps	50 Mbps	Unlimited*	40	35
Umniah Fiber 100	100 Mbps	100 Mbps	Unlimited*	60	50
Umniah Fiber 300	300 Mbps	100 Mbps	Unlimited*	80	70

#### Terms and Conditions

- Service Available in Tla' Al Ali and Khalda. Soon, the service will be delivered to other areas
- Yearly/3 years commitment applied on monthly subscriptions



## Internet and Smartphone Usage

- Internet usage in Jordan at the time of the census (late 2015/early 2016):
  - 6.3 million internet users
  - 2.038 million internet subscriptions (most mobile broadband, some ADSL and other)
  - 13.1 million subscriptions for mobile devices (mostly phones)
  - 70% of mobile phones were smartphones (much of this market is second-hand)
    - sources: *The Jordan Times*, citing Telecommunication Regulatory Commission statistics for Q3 2015, January 7, 2016 and Budde.Comm
- As of early 2014 more than 90% of Jordanians owned cell phones
  - most were using them to SMS or communicate via social media
  - only 5% of users were using phones for consumer transactions
    - source: *The Jordan Times*, citing a Spring 2013 Pew Global Attitudes Survey, February 26, 2014
- As of 2015, most smartphone operating systems in Jordan were Android
  - people were using apps primarily for messaging and social media, and sending fewer SMS's
    - source: *The Jordan Times*, citing an Arab Advisers Group survey, April 15, 2015



A vibrant city skyline is shown under a clear blue sky. In the foreground, a multi-arched bridge with a white railing spans across the frame. The skyline features several prominent buildings: a tall, slender blue skyscraper on the left; a building with a distinctive purple and pink facade; a blue glass skyscraper with a pointed top; and a large, stepped building with a grid of windows. The scene is bathed in warm, golden light, suggesting late afternoon or early morning. The text "THANK YOU" is overlaid in the upper center in a large, white, sans-serif font.

THANK  
YOU

# THE LESSONS OF THE GREAT FIRE WALL

# Great (Fire) Wall



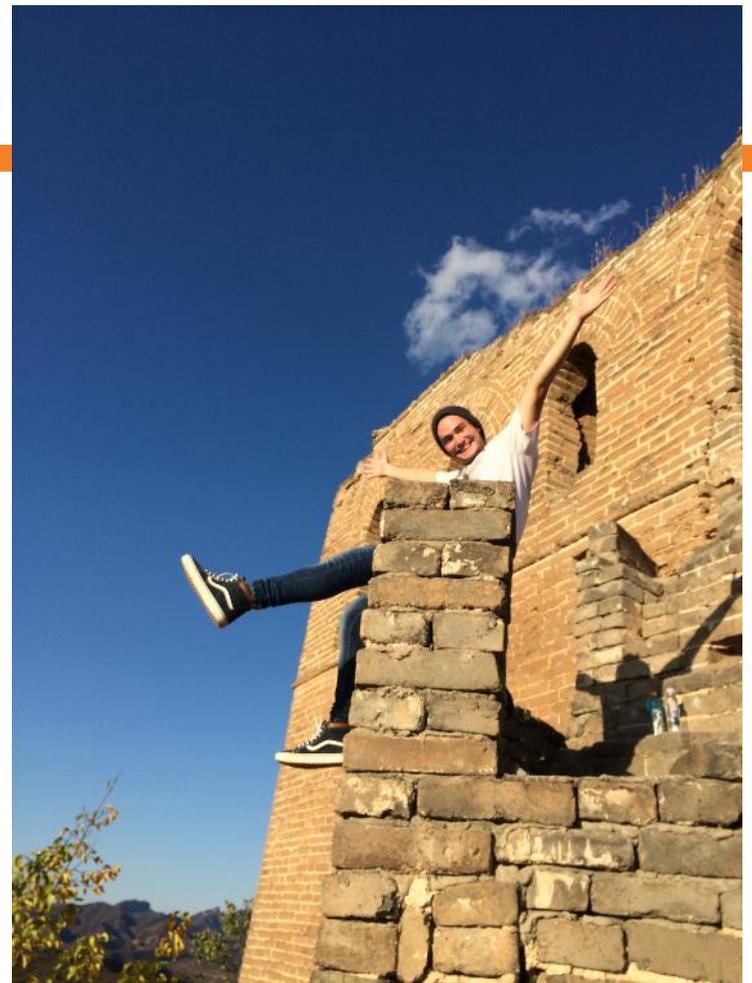
The Chinese government has implemented “the most elaborate system for Internet content control in the world”, marshaling hundreds of thousands of people to strategically slow the flow of certain types of information among the Chinese people.

*King et al. SCIENCE 22 AUGUST 2014  
VOL 345 ISSUE 6199 1251722-1*

# Networked wonderland

A decade ago, Chinese Internet companies were still marginal internationally. Today, they are world-class industry innovators. In the Internet economy, the leadership is shifting from the advanced West to the emerging East.

Dan Steinbock, policy and economic analyst  
Xinhuanet 2017-04-21



# Internet in China is a very different experience

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- Growing fast and changing rapidly
  - Partially cut off from the rest of the world
  - Tightly controlled, sovereign
  - Fervently political yet strongly apolitical
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- Addressing concerns about safety and security
  - Maintaining access and connectivity
  - Exposing students to the “local” version of internet
  - Facilitating learning about the technologies and ethics of internet sovereignty

# Addressing concerns about safety and security

## Maintaining access and connectivity

- Access to CIEE and homeschool systems
- Access to communication tools to stay in touch with family and friends
- Access to local communication tools to ensure that CIEE staff can contact students for regular communication as well as emergencies



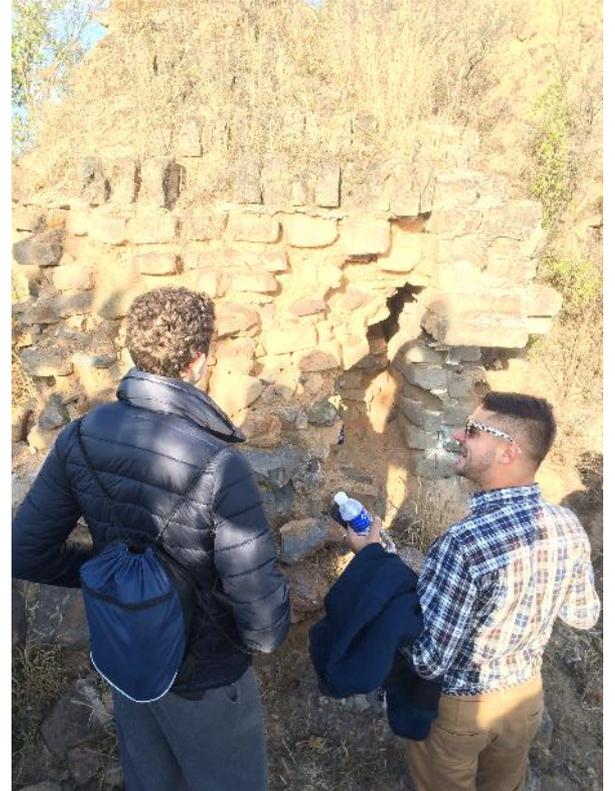
# Exposing students to the “local” version of internet

- Chinese language content
- Chinese usage habits
- Use of Chinese internet for academic content, studying, and research



# Facilitating learning about internet sovereignty

- Providing opportunities to learn about the technologies of censorship and circumvention tools
- Providing opportunities to learn about the technological, social, intellectual, and economic impacts of the censorship system



# Conclusions



- Internet censorship is a key aspect of students experience while in Beijing
- Initial obstacles have to be rapidly overcome to ensure safety
- Learning to live with and overcome censorship is a key learning goal for the study abroad experience

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