Study Title: **Exploring Critical Success Factors (CSFs) for Information Communication Technology (ICT) Support to Remote Learning in Higher Education Institutes (HEIs)**

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The **aim** of this study is to explore and identify critical success factors in providing remote work/learning ICT service and support within HEIs. A content analysis will be conducted through interviews with subject matter experts in HEI ICT support. The **goals** of this study are as follows:

1. Understand the current knowledge of ICT support to remote work and remote learning.
2. Identify the gap in the current knowledge of ICT support to remote work and remote learning.
3. Explore and describe CSFs for HEI remote work/learning support during COVID.

To participate in this research, we ask for approximately (40 min.) of your time through a semi-structured interview. All research carries risks, but the risks associated with this study are minimal. The foreseeable risks are that your identity might be accidentally revealed to parties other than the researchers in case of a confidentiality breach. However, we are taking several measures to protect your identity. There are few direct benefits to you from participating in this research, but the research results will benefit multiple disciplines: ICT practitioners in HEIs, administrators supporting remote work, and other experts involved in COVID related research.

This interview will be recorded for transcription as data collection for subsequent analysis. Participants may be contacted for follow-up questions if necessary. We do appreciate your time as your experience, background, and expertise are critical to the success of this study.

Point of Contact for this flyer is Craig Keith at Keithc@purdue.edu or 765-327-5031. Participants should include preference for contact method (email, phone call, text) in responses to this flyer.