
Appendix A

Questionnaire for managers and specialists of educational institutions

Block 1. General information about the respondent

1. Type of educational institution:
☐ general secondary education institution
☐ vocational education institution
☐ higher education institution
☐ other (specify) _____
2. Region (oblast): _____
3. Position of the respondent:
☐ head of the institution
☐ deputy head
☐ IT coordinator
☐ representative of the local government

Block 2. Level of digitalization of management processes

4. Does your institution have an electronic document management system (e-Docs)?
☐ Yes ☐ Partially ☐ No
5. Which digital management tools do you use most often?
☐ Google Workspace for Education
☐ Microsoft 365 / Teams
☐ Moodle / LMS
☐ ERP system
☐ Other (specify) _____
6. How often does your institution's management use digital dashboards to monitor performance?
☐ Daily ☐ Weekly ☐ Monthly ☐ Rarely ☐ Not used
7. Does your institution maintain an open public report in a digital format (online, interactive)?
☐ Yes ☐ Partially ☐ No

Block 3. Use of e-governance

8. Does your institution submit statistical reports in electronic form to government agencies (MES, State Statistics Service, etc.)?
☐ Yes ☐ Partially ☐ No
9. Do you use state digital educational platforms (e.g., E-education, Diia.Osvita)?
☐ Regularly ☐ Sometimes ☐ Not at all
10. Please rate on a five-point scale (1 - very low, 5 - very high) the level of integration of your institution into the e-government system.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Block 4: Digital competence of managers

11. Have you or employees of your institution taken any training/courses in digital literacy or digital leadership?
☐ Yes ☐ In progress ☐ No
12. How would you rate your own level of digital competence on a 5-point scale?
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
13. To what extent does your institution encourage the development of digital skills among its staff (education, training, professional development)?
☐ Very actively ☐ Partially ☐ Weakly ☐ Does not encourage

Block 5. Quality of digital educational services

14. What is the level of accessibility of digital services for students at your institution?
High ☐ Medium ☐ Low

15. Is it possible to submit an application / documents to the institution through online platforms?
☐ Yes ☐ Partially ☐ No
16. How would you rate the level of technical support for digital services at your institution?
☐ High ☐ Satisfactory ☐ Low ☐ None
17. How would you rate the level of personal data security when using digital services?
☐ High ☐ Medium ☐ Low
18. Overall satisfaction with the quality of digital educational services at your institution (1-5):
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Explanation of data processing

1. The questionnaire was distributed through official educational departments and the electronic mailing list of educational leaders' associations.
2. Responses were collected through Google Forms and automatically aggregated in MS Excel with further statistical processing in SPSS 28.
3. To calculate the generalized indicators, we used Likert scales, normalization of values within (0;1), arithmetic averages and growth rates.
4. The index of digital accessibility of education was defined as a weighted average of four components: the number of digital services, the share of implemented e-government practices, the average level of user satisfaction, and the assessment of digital competence of managers.