

## **Abstract**

The purpose of this study was to examine the Information and Communication Technology (ICT) utilization in four universities of Assam, namely Tezpur University, Assam University, Gauhati University and Dibrugarh University. The study was channeled by key objectives of assessing the existing ICT facilities in the target institutes, its utilization in the teaching learning process as well as well as the problems and prospects in its integration with the process and explores the scope for its improvement. In due process, the researcher carried out review of similar studies in the areas. For the purpose of generating the required data, questionnaires were distributed and interviews were conducted among teachers, students and ICT experts / administrator. Thus, analyses were done based on the feedbacks of 320 students, 140 teachers and 40 ICT experts and administrators. The data were analyzed using frequency, percentage and content analysis. Based on the findings of the study, 77.4% of the students know about the multiuse of ICT, however 84.4% of the respondents are still in need of technical support and training on ICT. The availability of ICT facilities was a concern for students in Assam University, where 60.8% of them reported the insufficiency of it. Overall, 78.5% of the students agreed that working with computer is really fun and very important for academic work. Likewise, 64% of the teachers are comfortable in working with computers. Hence, 91.5% of the students affirmed its importance especially for concentrating more on what they are learning, 69.6% confirmed its utility in understanding more easily what they are learning, 91.9% of them are fond of its contribution in enhancing the possibility of remembering more easily what students have learnt and 75.4% appreciated its role in enabling students to work better with other students. However, ICT implementation has faced challenges like scarcity of facilities, restrictions on their use, insufficiency of technical support, training, pedagogically -designed models, contents and materials. As a remark, the study has forwarded some suggestions to solve the stated problems like reviewing in-house regulations and policies and facilitate practice-oriented training on the how to use and manage ICT facilities focusing on pedagogical issues. The study has made a serious endeavour to analyze the problem with a recommendation of intensive studies to identify key areas of capacity development, pedagogical concerns and strategies as ways in introducing significant changes on the university communities to augment the current evolution in integrating ICT in the teaching learning process.