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Use of ICT in Teaching-Learning Process in Higher Education: A Study in a University of Assam, India

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ABSTRACT This study examines the use of ICT tools and the associated challenges in higher education institutions in Assam from students' and teachers' perspectives. The study further explores the impact of using ICT tools on the teaching-learning process. The study uses a survey approach. The sample comprises two groups, namely students and teachers. Descriptive statistics were used to analyse the data. The study's findings highlight the most and least used ICT tools in higher educational institutions and help understand the challenges faced by both sample groups. The findings will help higher education institutions formulate policies regarding incorporating ICT tools and handling training and development programs for students and teachers.