



Understanding the use of LMS in Saudi Higher Education A Study of Blackboard in King Abdulaziz University

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Introduction

- First, LMSs play an essential role in higher education. COVID-19 has made them essential for the delivery of educational activities. making the most of them is vital for educational success.
- Second, Although they are widely used in Saudi higher education the full extent of their features is not fully utilized.
- Third, The survey was conducted in King Abdulaziz University (KAU) to determine the extent of the problem.

Objectives

- Examine the role of KAU LMS (Blackboard ).
- Understand which blackboard features are mostly used by students and faculty.
- Understand with which blackboard features student/faculty struggle (or are satisfied) most.
- Understand how mobile devices affects blackboard use.
- Determine whether social media are used to complement blackboard use.

Survey Design

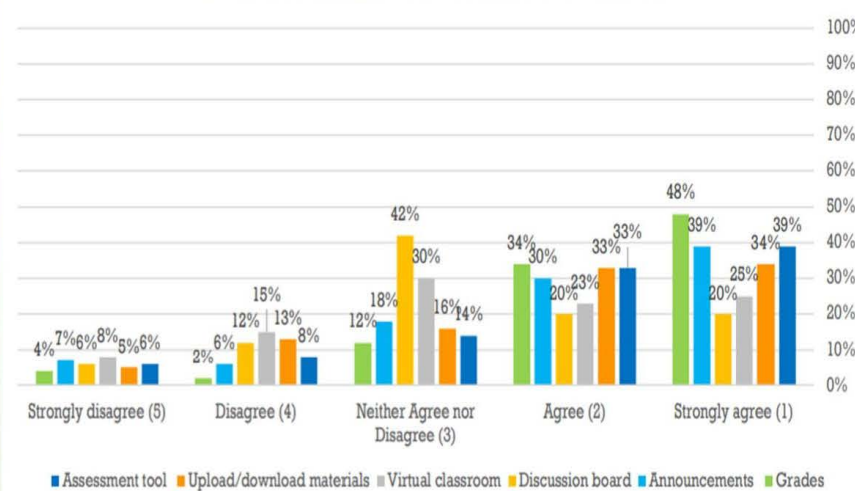
- The questionnaire was done online using Qualtrics and it is designed with 4 parts:
 - Demographic Information: (*gender , age, position, title, level of study, college, and specialism*).
 - General Blackboard Use.
 - Mobile Blackboard Use.
 - Social Media Use with Likert Scales.
- Ethics approval was obtained .
- The questionnaire was distributed by the deanship of IT by email to all students/faculty at KAU and the link was shared through WhatsApp

Participants

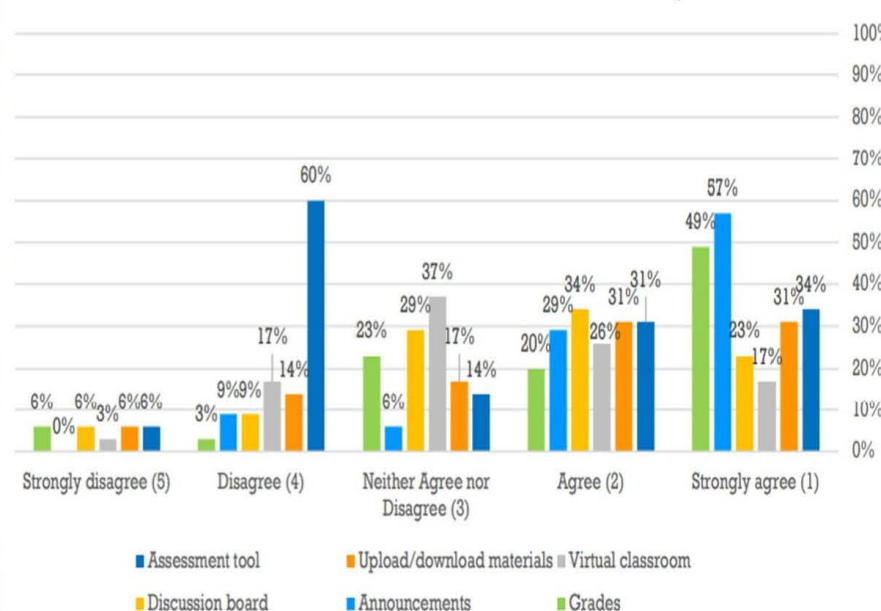
- The total responses are 634: Qualtrics registered 432(68%) complete responses and delete the rest.
- Only complete responses (432) are considered for the analysis.
- The total of faculty responses are 97 and the total student responses are 335.
- The number of male (138): faculty (40) and students (98). The total number of female (294): faculty (57) and students (237).

Results

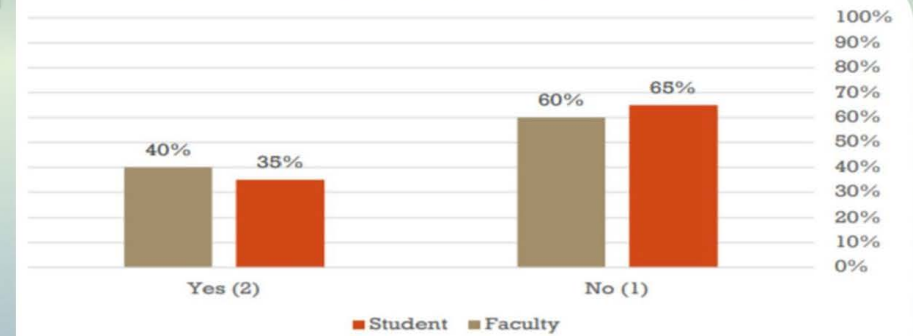
Satisfaction with mobile Blackboard - Student



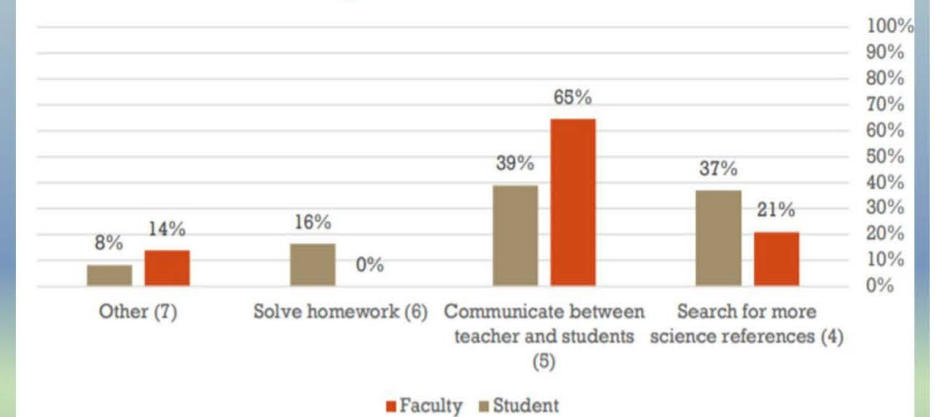
Satisfaction with mobile Blackboard - Faculty



Faced issue with mobile Blackboard



Using social media for what



- The participants used some of Blackboard features such as E-exam and Grades. Other features like virtual classroom were not fully utilized.
- Many participants use mobile devices to access the system.
- Social media platforms are used frequently to support the learning process.
- A threat of validity was found (female participants were overrepresented).

Conclusions

- It is important to understand how to improve the quality of LMS already in use.
- It is important to understand how to make the most of LMS in a mobile use context.
- It is important to study LMS both from the perspective of students and faculty as their focus is on different aspects of the functionality.