



QUALITY ASSURANCE AND  
ACCREDITATION CENTER

# E-LEARNING SURVEY REPORT 2020

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UNIVERSITY OF BAHRAIN



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## TABLE OF CONTENTS

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Executive Summary.....	3
<b>STUDENTS SURVEY RESULTS:</b>	
Platform Usage.....	5
Summary Results.....	6
Overall Students Satisfaction.....	8
Students Satisfaction by College.....	9
<b>FACULTY SURVEY RESULTS:</b>	
Platform Usage.....	10
Summary Results.....	11
Overall Faculty Satisfaction.....	13
Faculty Satisfaction by College.....	14
Conclusion & Recommendations.....	15

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### EXECUTIVE SUMMARY

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The second semester of the Academic Year 2019 - 2020 presented an unprecedented challenge for the University of Bahrain (UoB), and indeed for the education system of the entire world.

In response to the Public Awareness Campaign to Combat Coronavirus (COVID-19), in order to help to flatten the infection curve and reduce total fatalities from the disease, UoB implemented many actions to ensure social distancing. One of these actions was shifting from normal classroom to virtual classrooms using digital platform (such as Blackboard and Ms Teams).

This shift happened at an astonishing pace, thanks to the joint effort of the academic and administrative staff. Yet in this quick transition, academics and students have to cope with courses that were not initially designed for online teaching with all the challenges that this entails.

Two surveys of UoB students and faculty satisfaction with online teaching and learning were conducted in the month of June 2020 by the Quality Assurance and Accreditation Center (QAAC). The purpose of the surveys was to gather students and faculty feedback on their experience with online courses, with the goal of improving the quality of the online offering and assuring a satisfactory learning and teaching experience to students and faculty.

The survey questions mainly focused on the teaching and learning process and the technical aspects of the online delivery. Respondents were asked to rate statements of agreement using a five-point, Likert-type scale.

All enrolled students and teaching faculty members were emailed an invitation to participate in this online survey. Participation was voluntary, the survey was implemented online, and respondents were ensured confidentiality. A total of 571 students and 241 faculty responded to the surveys.

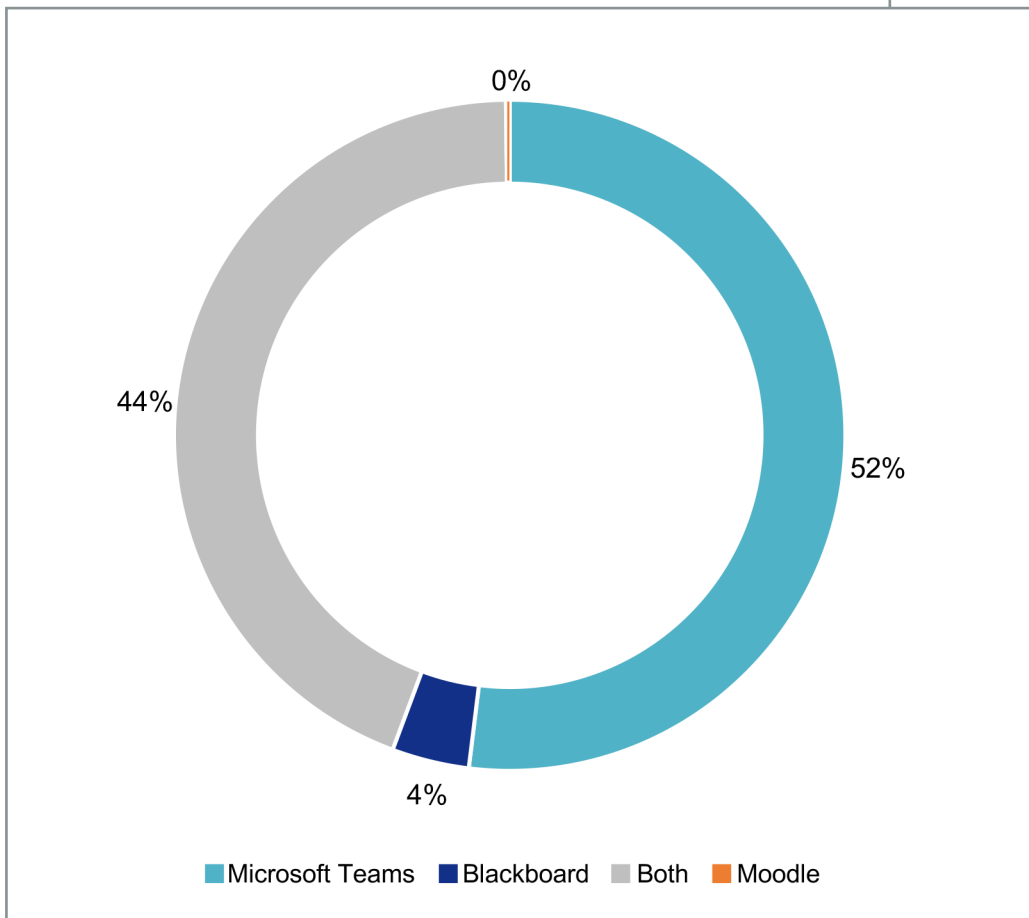
Descriptive statistics at University and College level were represented graphically for each surveys' item and satisfaction ratings, and these are displayed in Section 1 and 2. The main findings of the surveys can be summarized as follows:

- The overall students satisfaction with online teaching and learning is 73.1% (74.2 % for Technical Aspects, and 71.9% for Teaching and Learning)
- Items with the highest mean ratings (>75%) among students were:
  - The e-learning platform is easy to use (78.2%) .
  - The e-learning platform is always accessible (75.8%).
  - It is easy to find and download the content (80%).
  - I have the technical resources needed for e-learning (e.g. PC, internet connection etc..) (76.2%)
- The item with lowest mean rating among students was:
  - I have a good internet connection (69.9%)
- Moreover, 57% of the students think that there is need for training and documentation on the use of the e-learning platform.
- The overall Faculty satisfaction with online teaching and learning is 72.6% (75% for Technical Aspects, and 70.6% for Teaching and Learning)
- Items with the highest mean ratings (>75%) among faculty were:
  - The e-learning platform is easy to use (85.8%) .
  - I find the online teaching experience enjoyable (75.5%)
  - IT support is sufficient (77.3%)
- The item with lowest mean rating among Faculty was:
  - The online attendance of the students is satisfactory (64.1%)
  - The technical resources needed for e-learning are provided (e.g., PC, microphone, cameras, etc.) (65.2%)
- Moreover, 83% of the faculty think that there is a need for training on best online teaching practices..

## STUDENTS SURVEY RESULTS

### PLATFORM USAGE

#### WHICH E-LEARNING PLATFORM ARE YOU USING?



**Fig. 1: Platform Usage Distribution – Students Responses**

From Fig. 1, we can clearly observe that 52% of the respondents uses Microsoft Teams, while the remaining 48% use either Blackboard (4%) or both (44%). This gives confidence in the fact the results of the survey has good representation from users of both platforms.

# STUDENTS SURVEY RESULTS

## STUDENTS SURVEY: SUMMARY RESULTS

### TECHNICAL ASPECTS

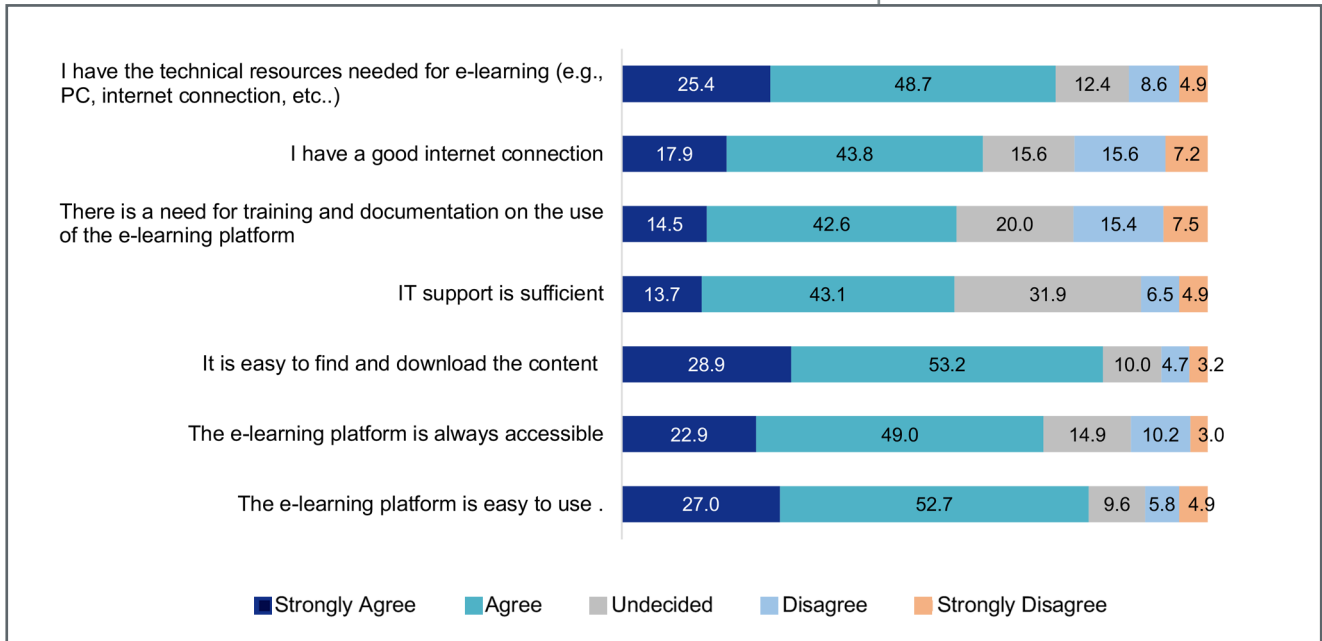
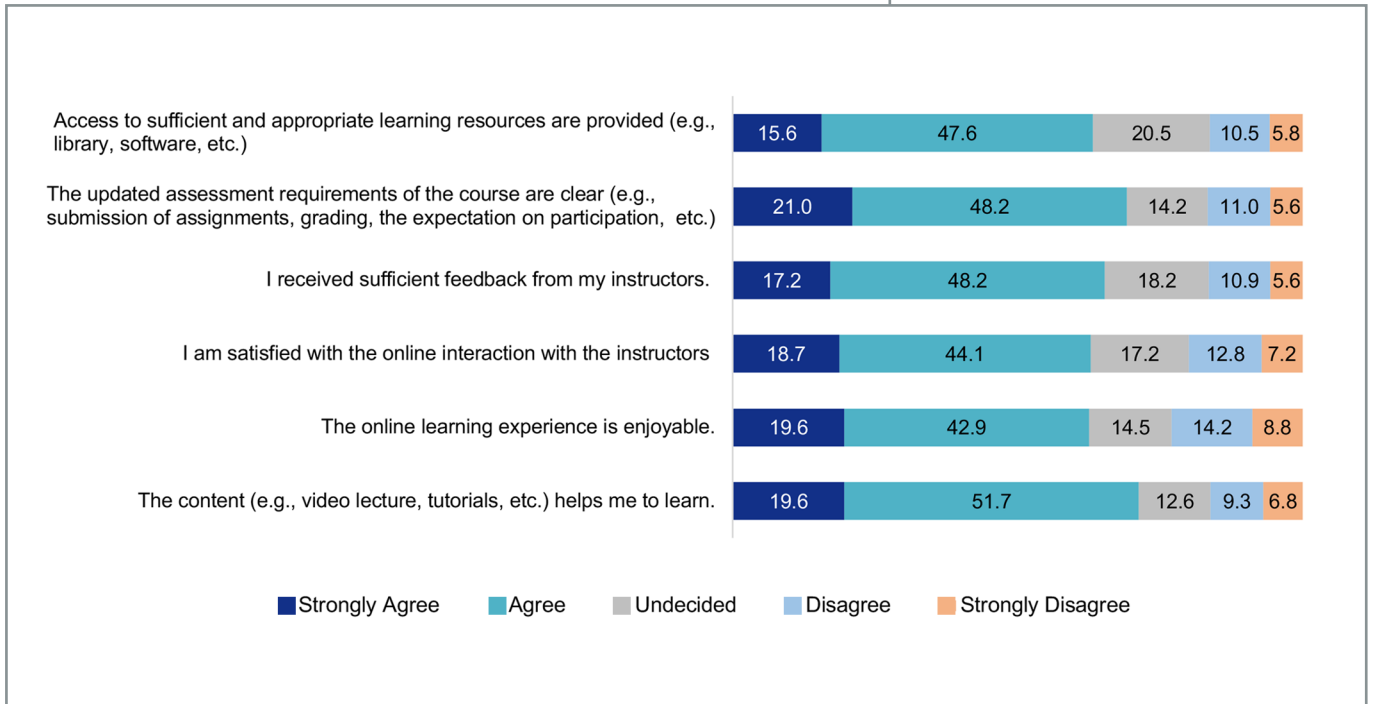


Fig. 2: Students Responses –Technical Aspects

# STUDENTS SURVEY RESULTS

## TEACHING AND LEARNING

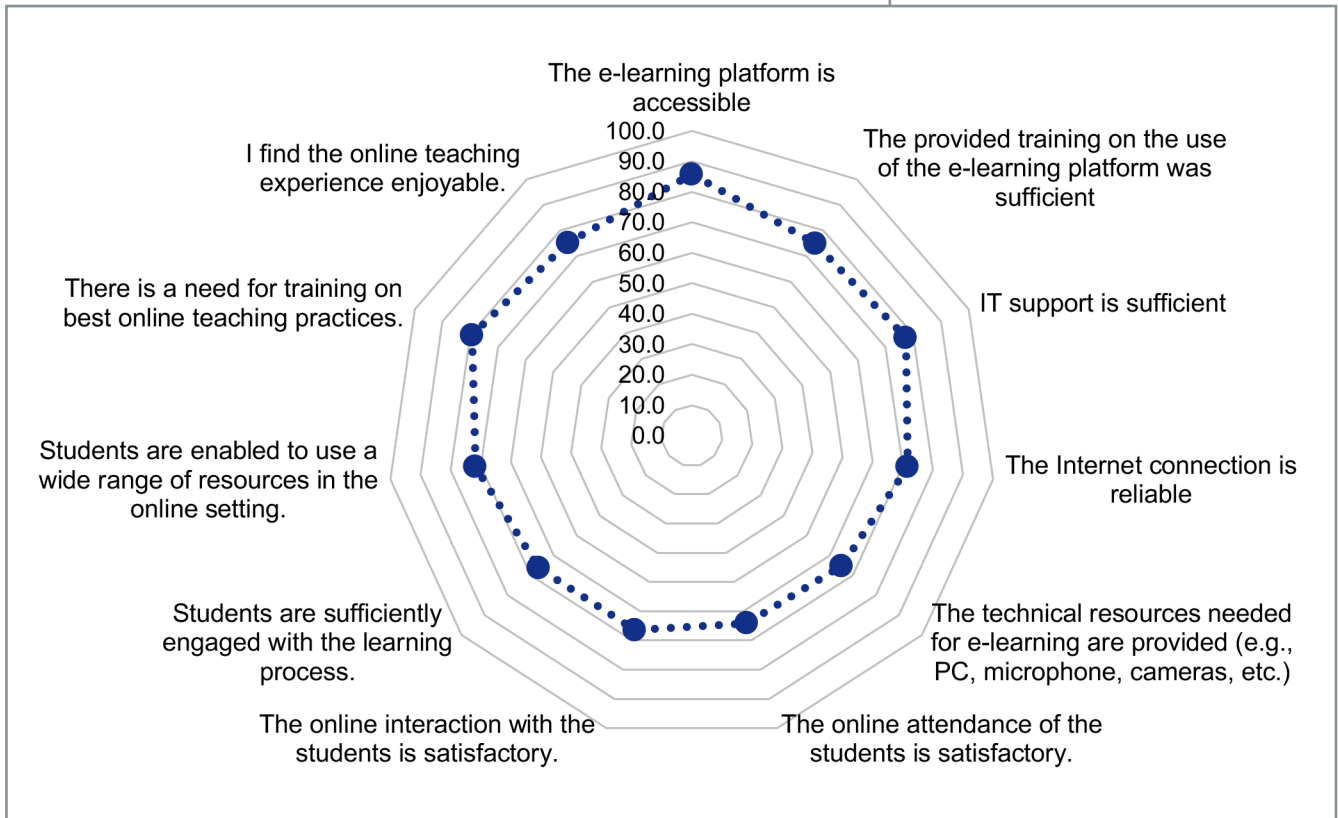


**Fig. 3: Students Responses –Teaching and Learning**

From Fig. 2 and Fig.3 , we can notice that a high incidence of “Strongly agree” and “Agree”, which indicates students’ satisfaction with the online offering. The students satisfaction for the two categories is : 74.2 % for Technical Aspects, and 71.9% for Teaching and Learning)

## STUDENTS SURVEY RESULTS

### OVERALL STUDENTS SATISFACTION



**Fig. 4: Students Satisfaction per Item**

The average score achieved in all categories is 73.1%. The result showed that the students are happy overall with the online experience.

In addition, the students reflected that the E-Learning platform is easy to use and always accessible (78%).

Moreover, the students showed high satisfaction (80%) with the statement "It is easy to find and download the content".

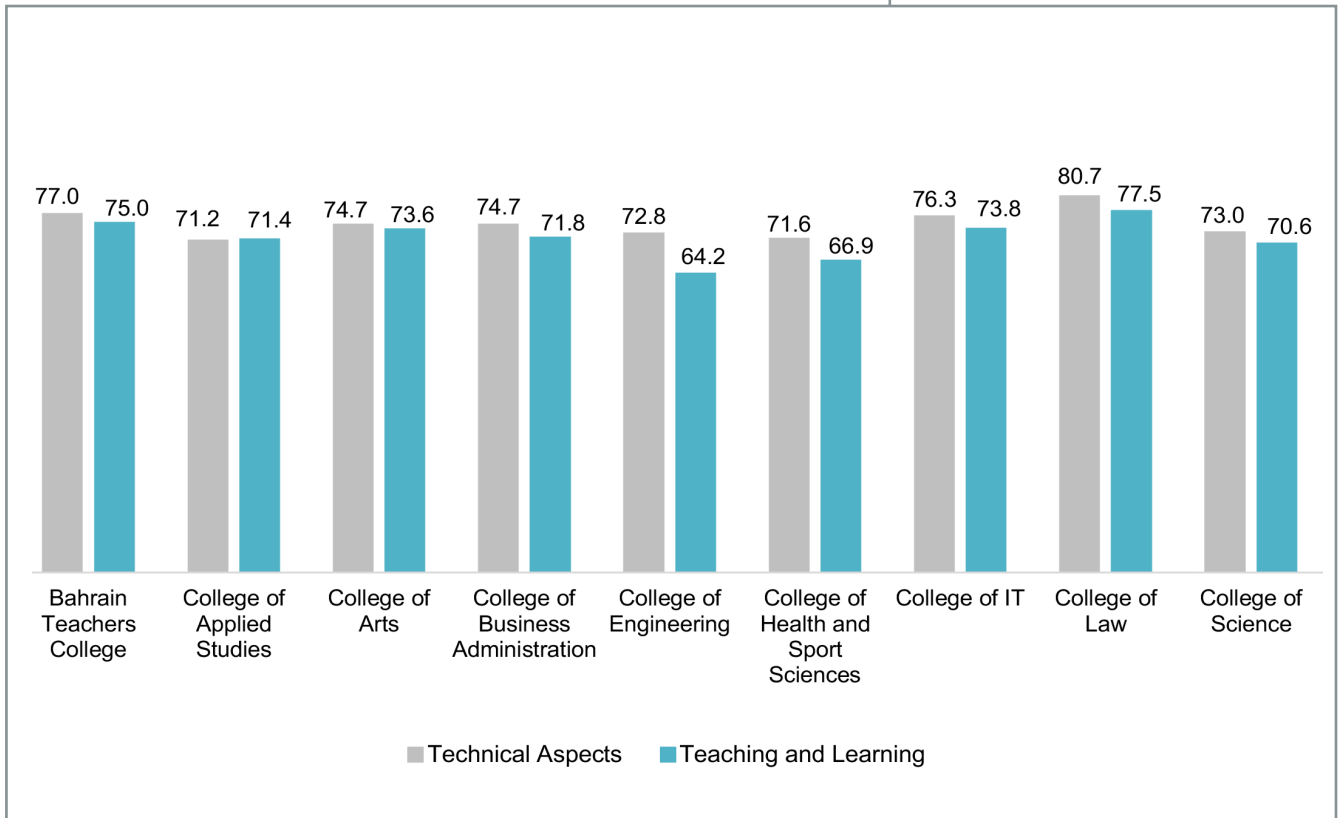
**73.1%**

**OVERALL SATISFACTION RATE**



## STUDENTS SURVEY RESULTS

### OVERALL STUDENTS SATISFACTION BY COLLEGE



**Fig. 5: Students' Satisfaction per College**

From Fig.5, we can notice that the levels of satisfaction of the students in all Colleges are comparable, with the notable exception of the College of Law, that scored high in both Technical Aspect and Teaching and Learning.

PLATFORM USAGE

WHICH E-LEARNING PLATFORM ARE YOU USING?

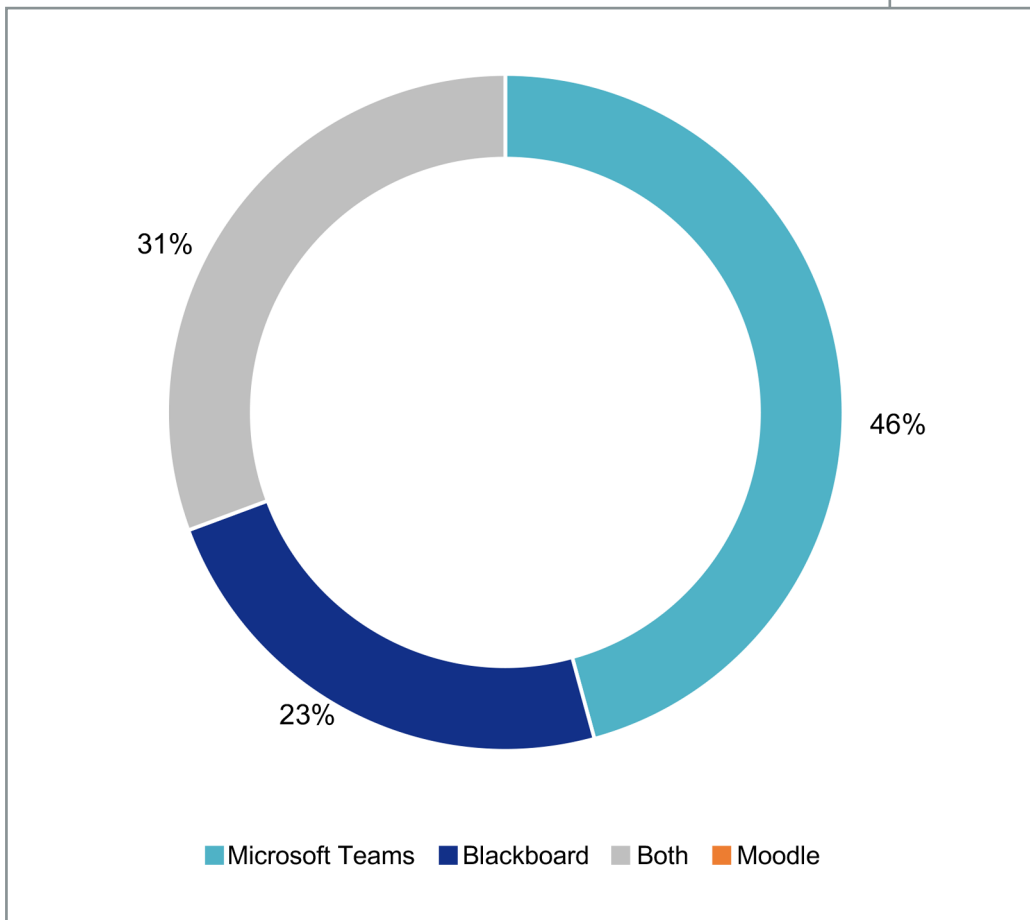


Fig. 6: Platform Usage Distribution – Faculty Responses

According to the figure above, 46% of the respondents use Microsoft Teams, while the remaining 54% use either Blackboard (23%) or both (31%).

# FACULTY SURVEY RESULTS

## FACULTY SURVEY: SUMMARY RESULTS

### TECHNICAL ASPECTS

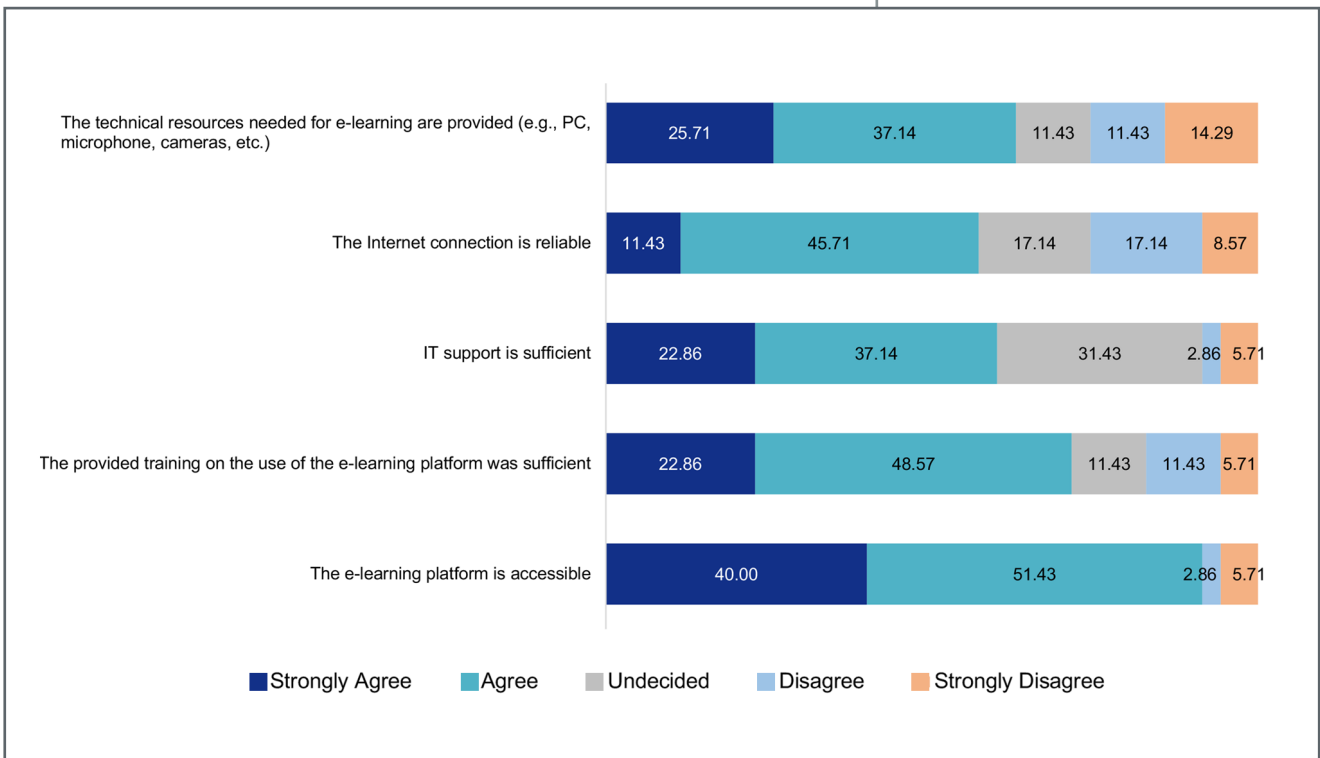


Fig. 7: Faculty Responses –Technical Aspects

TEACHING AND LEARNING

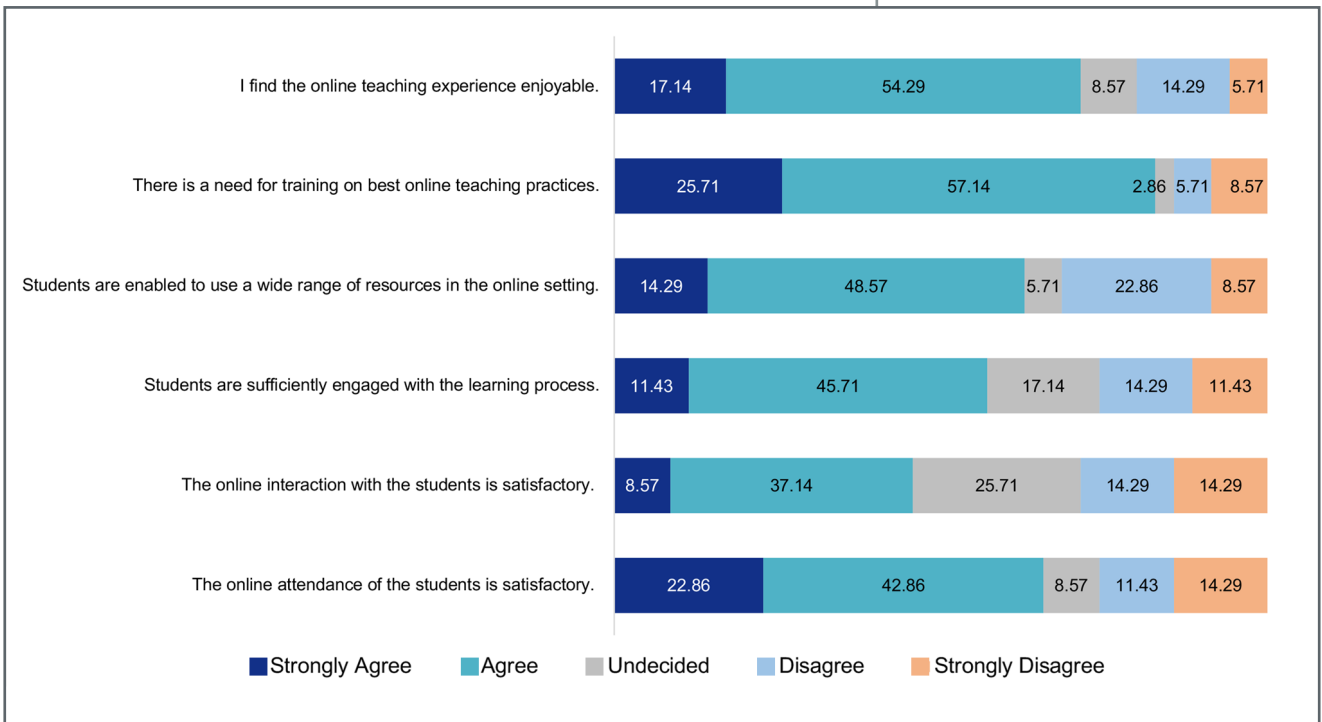
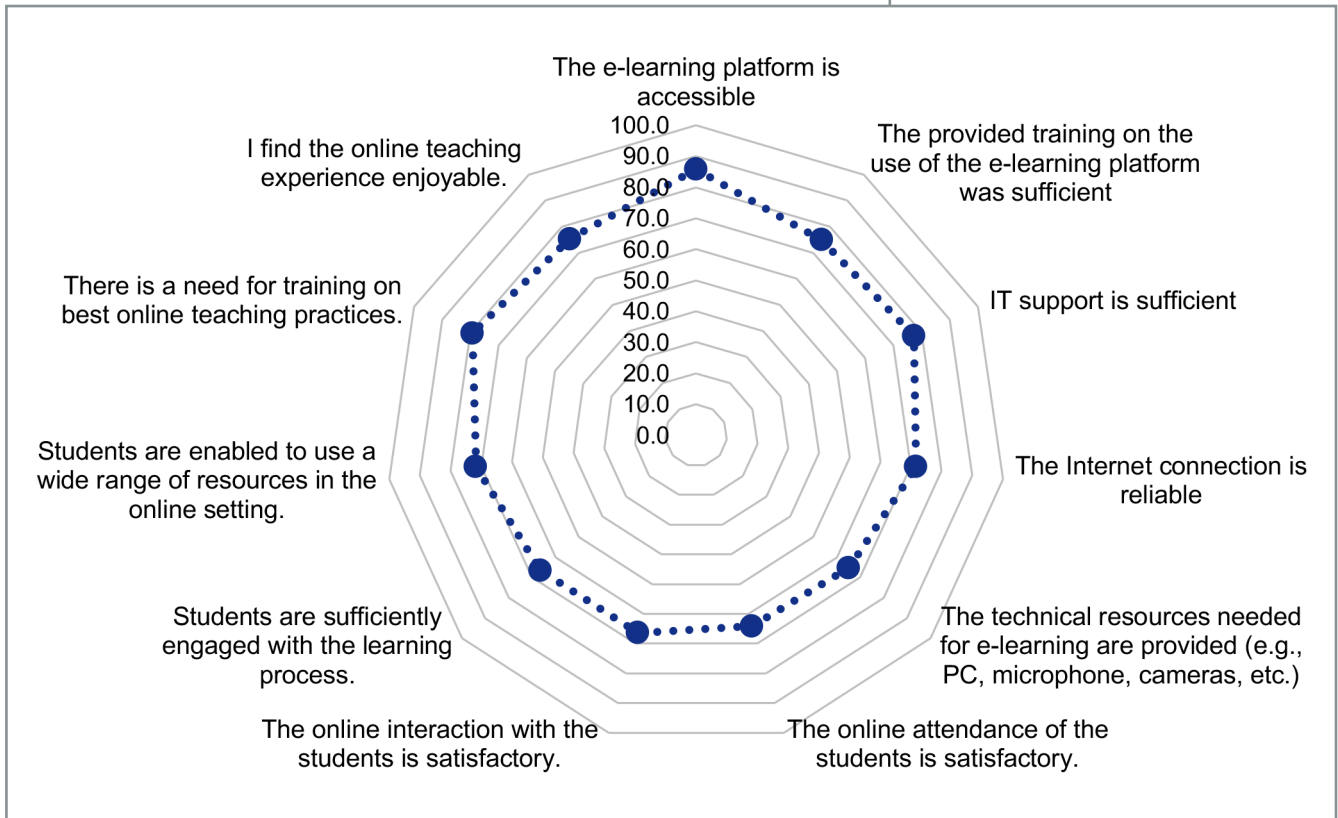


Fig. 8: Faculty Responses –Technical Aspects

From Fig. 7 and Fig.8 , we can notice that a high incidence of “Strongly agree” and “Agree”. The faculty overall satisfaction for the two categories is : 75 % for Technical Aspects, and 70.1% for Teaching and Learning)

## FACULTY SURVEY RESULTS

### FACULTY SATISFACTION LEVEL



**Fig. 9: Faculty Satisfaction per Item**

The average score achieved in all categories is 72.6%. The result showed that the Faculty are satisfied overall with the online experience. In particular, respondents find the online teaching experience enjoyable (75.2%) and that the E-Learning platform is easy to use (85%)

Moreover, the faculty showed high satisfaction (77.3%) with the statement "IT support is sufficient".

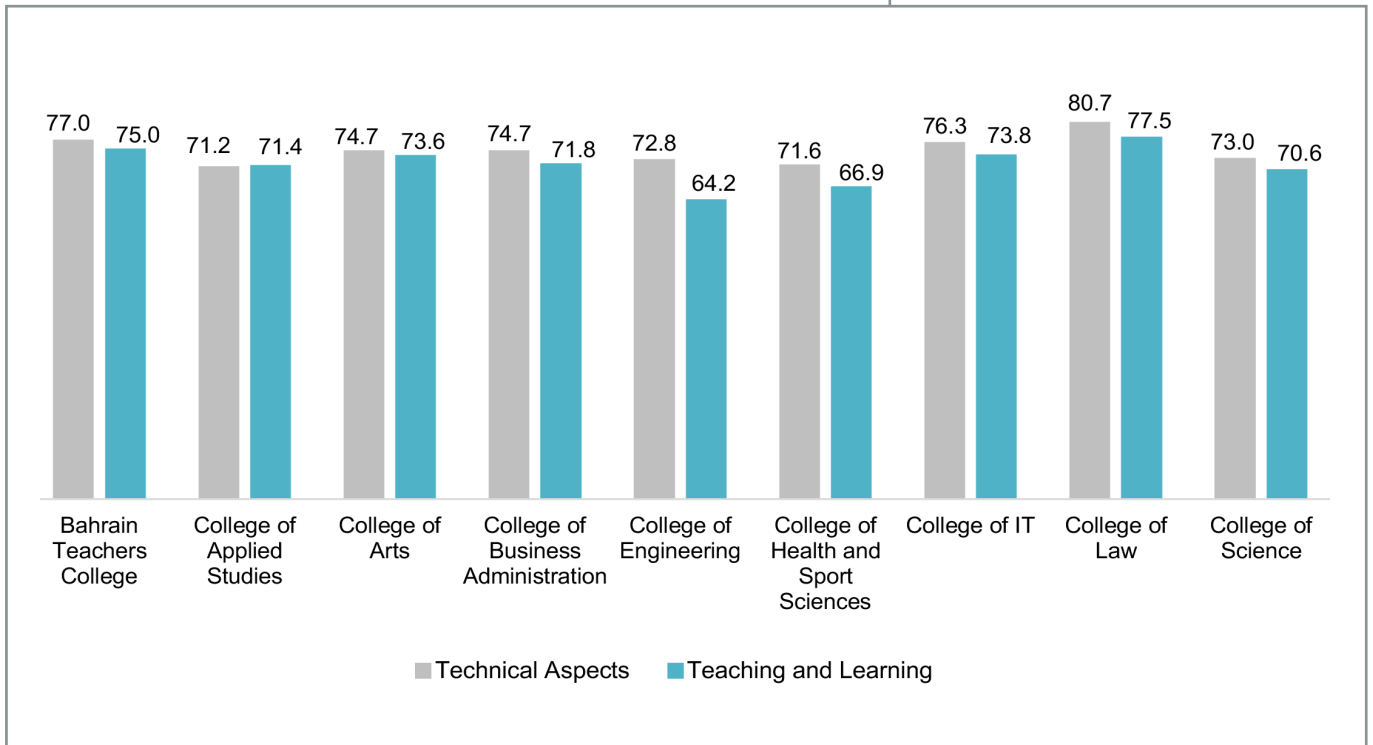
Respondents also highlighted that there is a need for training on best online teaching practices (79.3%)

**72.6%**

**OVERALL SATISFACTION RATE**

## FACULTY SURVEY RESULTS

### OVERALL FACULTY SATISFACTION BY COLLEGE



**Fig. 10: Faculty Satisfaction by College**

In reference to Fig.10, the levels of satisfaction of the faculty in all colleges are comparable with average of (75%) in Technical Aspect, and (70.6%) in Teaching and learning.

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### CONCLUSIONS & RECOMMENDATIONS

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The results of these surveys give a positive picture of the state of online teaching and learning at UoB. While some support mechanisms were identified as needed, the adoption of LMS in UOB before (COVID-19) assisted to make the transition to distance learning easy and efficiently. Moreover, many faculty and students seem to enjoy online teaching and learning.

**Recommendations based on the data derived from these surveys are:**

- Faculty Training: UoB need to consider how to train faculty for teaching online. In particular, training should focus on how to promote students engagement and participation.
- Students Training: additional training and documentation on the use of the e-learning platforms is needed.

