



QUALITY ASSURANCE AND  
ACCREDITATION CENTER

# E-LEARNING SURVEY REPORT 2021

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UNIVERSITY OF BAHRAIN

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### EXECUTIVE SUMMARY

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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 end of February 2021 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 221 students and 237 faculty responded to the surveys.

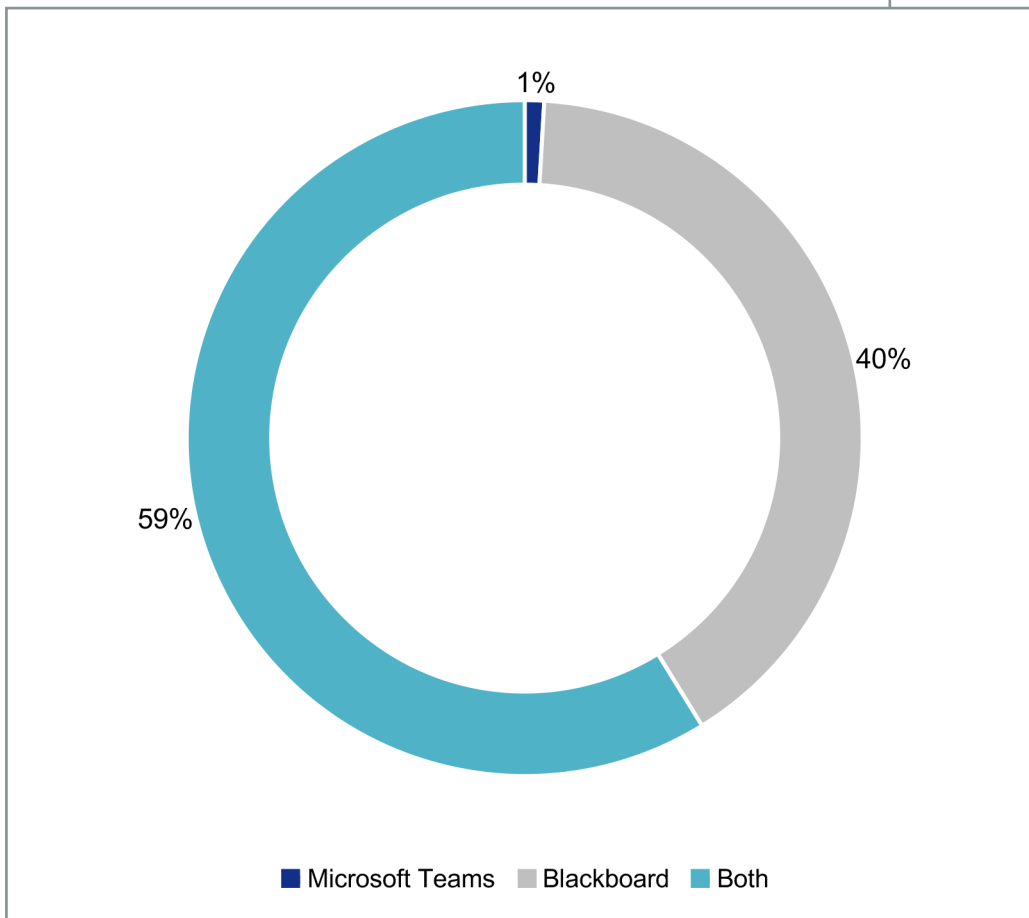
Descriptive statistics at University and College level were represented graphically for each surveys' item and satisfaction ratings, and these are displayed in Section 1 and 2. The main findings of the surveys can be summarized as follows:

- In reference to the E-learning survey report 2020, the overall students satisfaction with online teaching and learning is declined to 63.7% in both categories (67% for Technical Aspects, and 59.9% for Teaching and Learning)
- Items with the highest mean ratings (>70%) among students were:
  - The e-learning platform is easy to use (74.5%) .
  - It is easy to find and download the content (73.9%).
- The items with lowest mean rating among students was:
  - I have a good internet connection (59.3%)
  - IT support is sufficient (55.1%)
  - The online learning experience is enjoyable (56.3%)
  - I am satisfied with the online interaction with the instructors (56.7%)
- Comparing to E-learning survey results 2020, the overall Faculty satisfaction with online teaching and learning is slightly increase to 73.3% (75.6% for Technical Aspects, and 71.4% for Teaching and Learning)
- Items with the highest mean ratings (>70%) among faculty were:
  - The e-learning platform is accessible (87.4%) .
  - The provided training on the use of the e-learning platform was sufficient(80.1%)
  - IT support is sufficient (75.4%)
  - Students are enabled to use a wide range of resources in the online setting.(74.5%)
  - I find the online teaching experience enjoyable. (73.8%)
- The item with lowest mean rating among Faculty was:
  - Students are sufficiently engaged with the learning process. (65.9%)
  - The technical resources needed for e-learning are provided (e.g., PC, microphone, cameras, etc.) (60.8%)
- In addition, still the majority of the faculty think that there is a need for training on best online teaching practices (77.5%) .

## 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 (59%) of the respondents uses both (MS Teams & Blackboard), while the (40%) use Blackboard only. 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

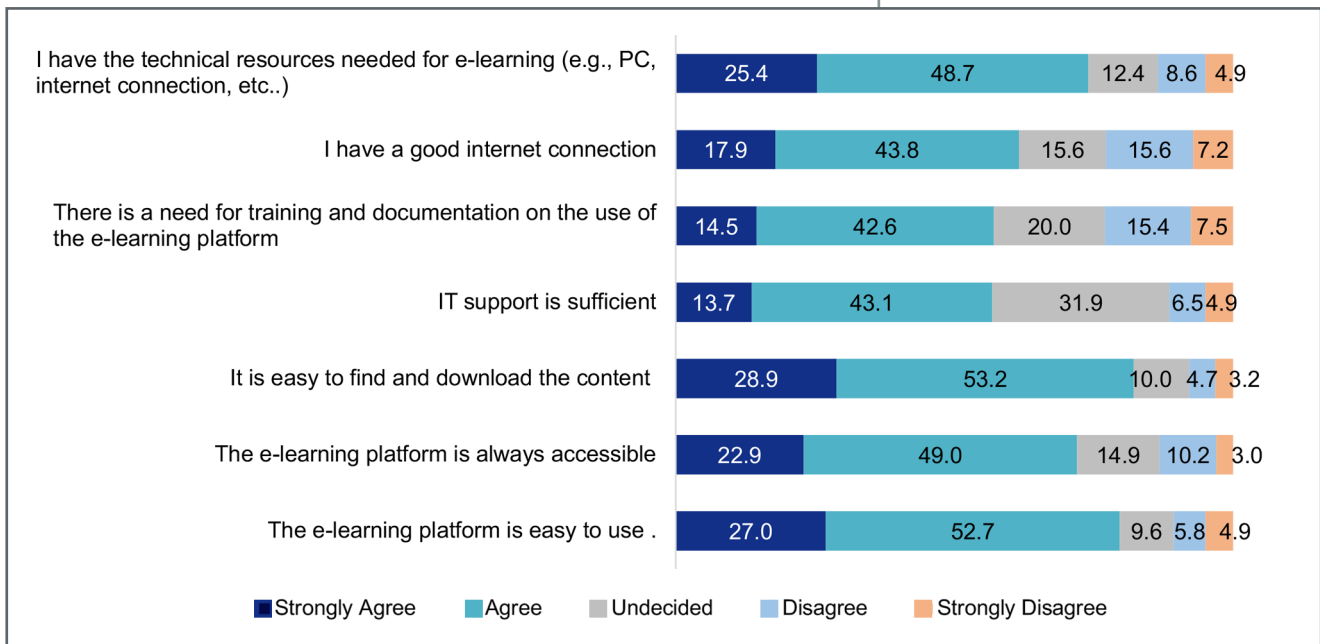
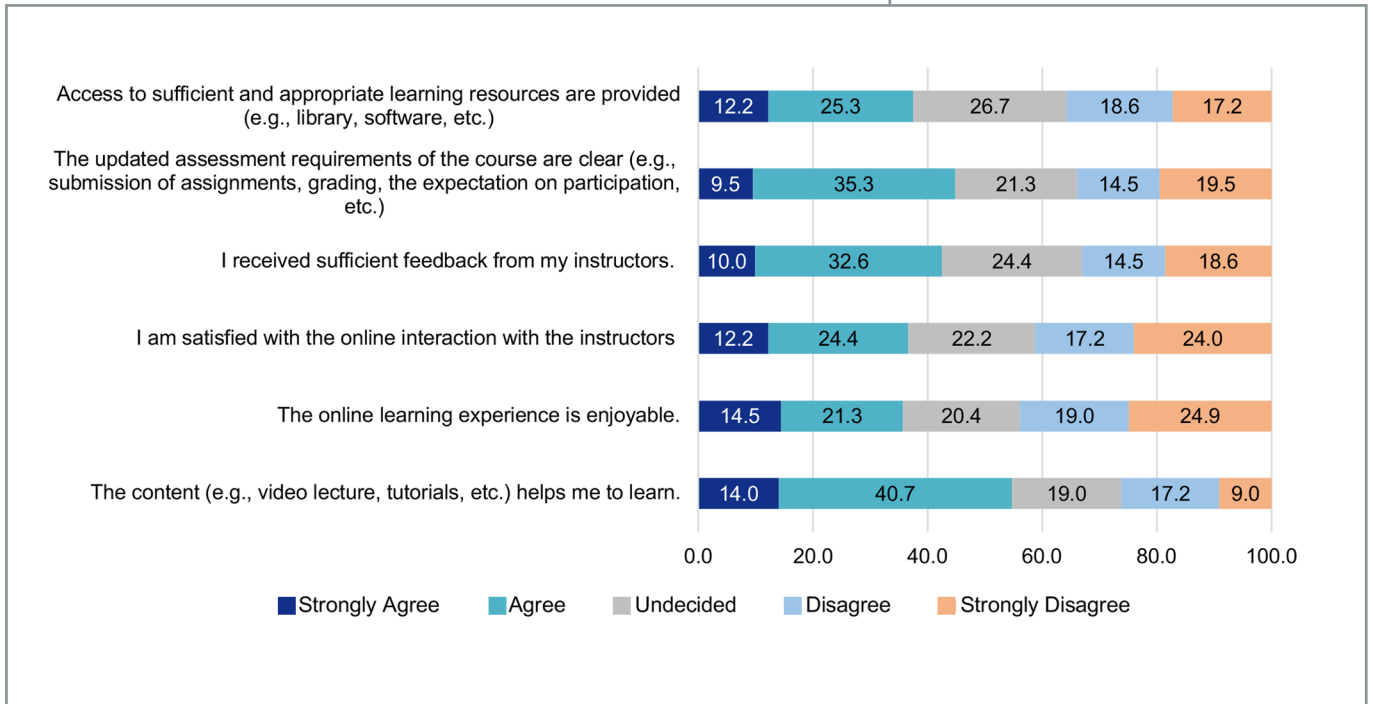


Fig. 2: Students Responses –Technical Aspects

# STUDENTS SURVEY RESULTS

## TEACHING AND LEARNING

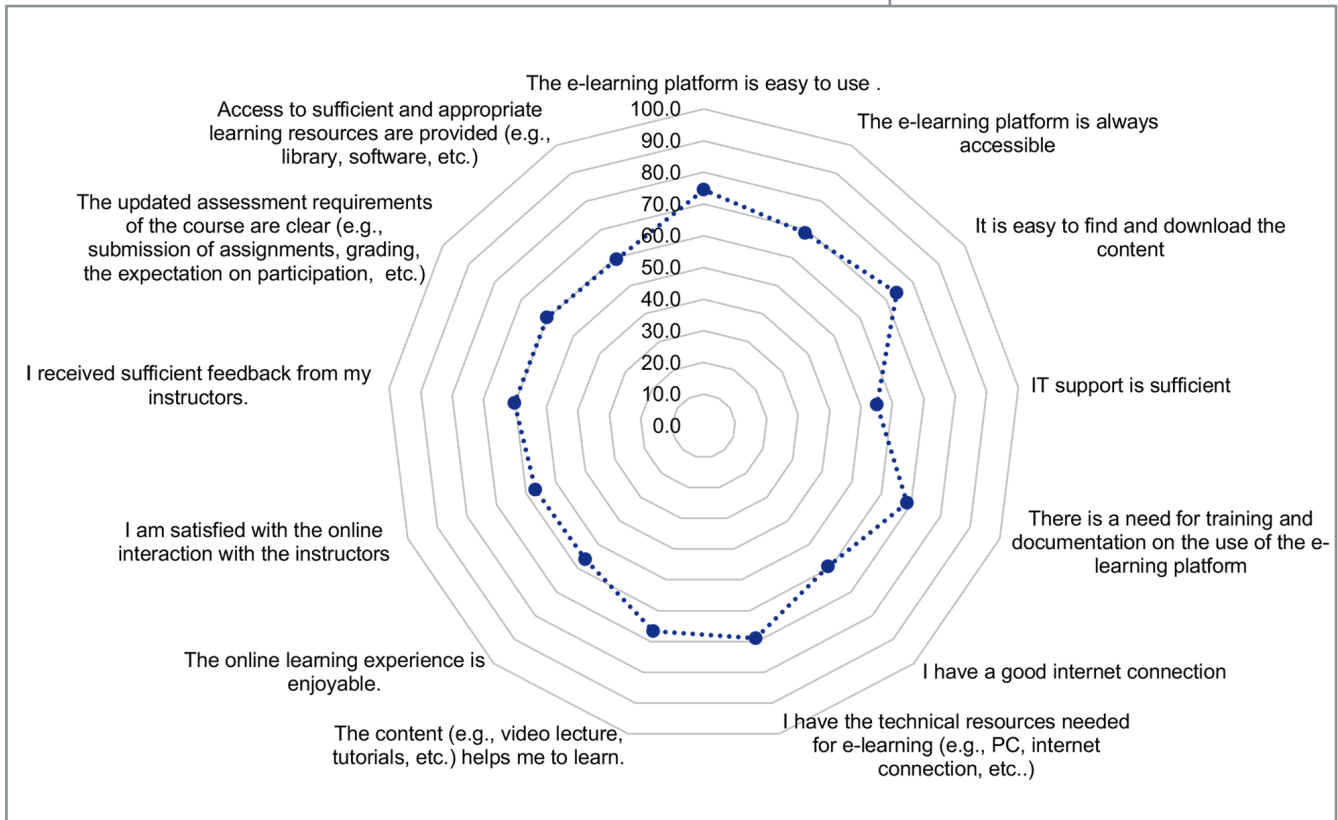


**Fig. 3: Students Responses –Teaching and Learning**

From Fig. 2 and Fig.3 ,and according to the previous report dated 2020, we can notice that students' satisfaction with the E-Learning had been declined to below 70%. The students satisfaction for the two categories is : 67% for Technical Aspects, and 59.9% for Teaching and Learning)

# STUDENTS SURVEY RESULTS

## OVERALL STUDENTS SATISFACTION



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

The average score achieved in all categories is 63.7%. This decline in the overall satisfaction indicate that the students are not willing to continue with virtual classes, as well as, we can observe that they are missing face to face learning this academic year.

In addition, the students reflected that the E-Learning platform is easy to use (74.5%).

However, the students unsatisfied and not happy with the IT support (55%) .

**63.7%**

**OVERALL SATISFACTION RATE**



## STUDENTS SURVEY RESULTS

### OVERALL STUDENTS SATISFACTION BY COLLEGE

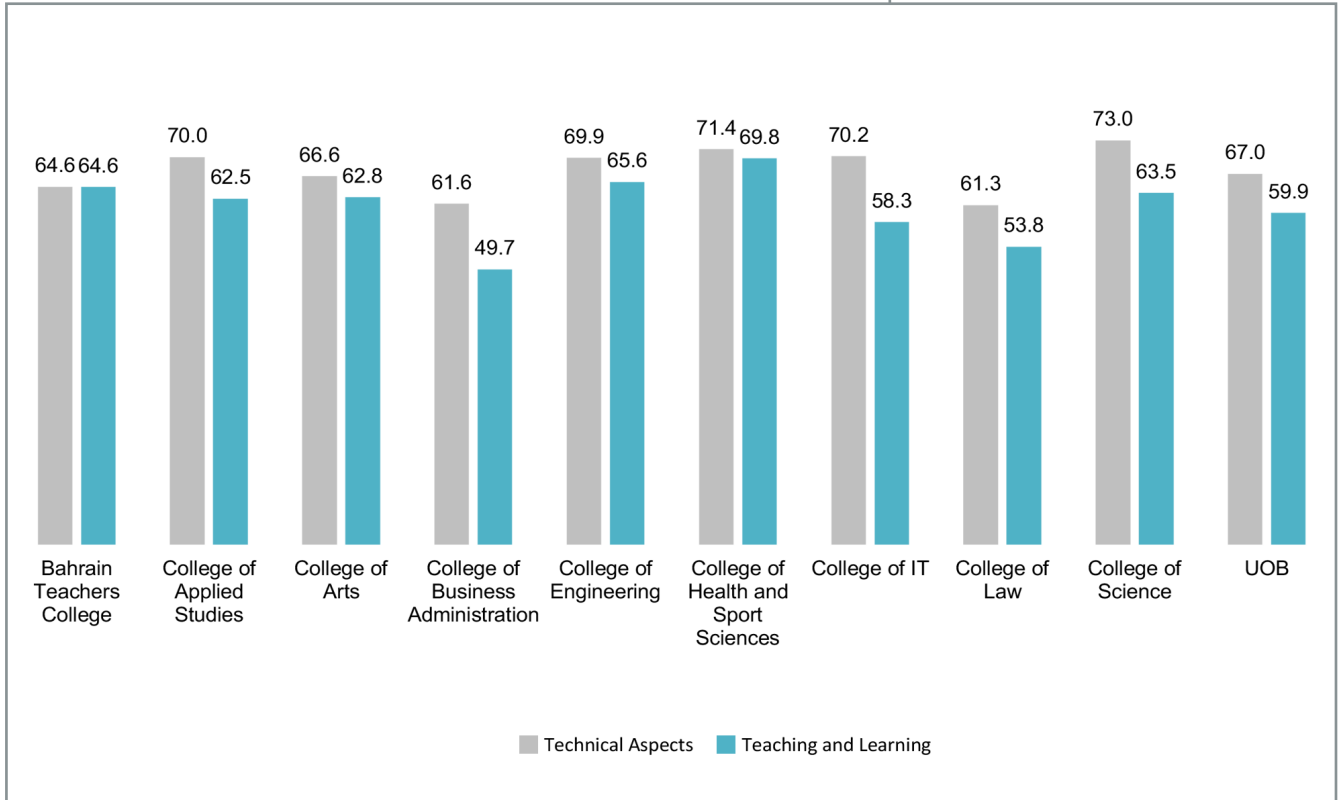


Fig. 5: Students' Satisfaction per College

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

PLATFORM USAGE

WHICH E-LEARNING PLATFORM ARE YOU USING?

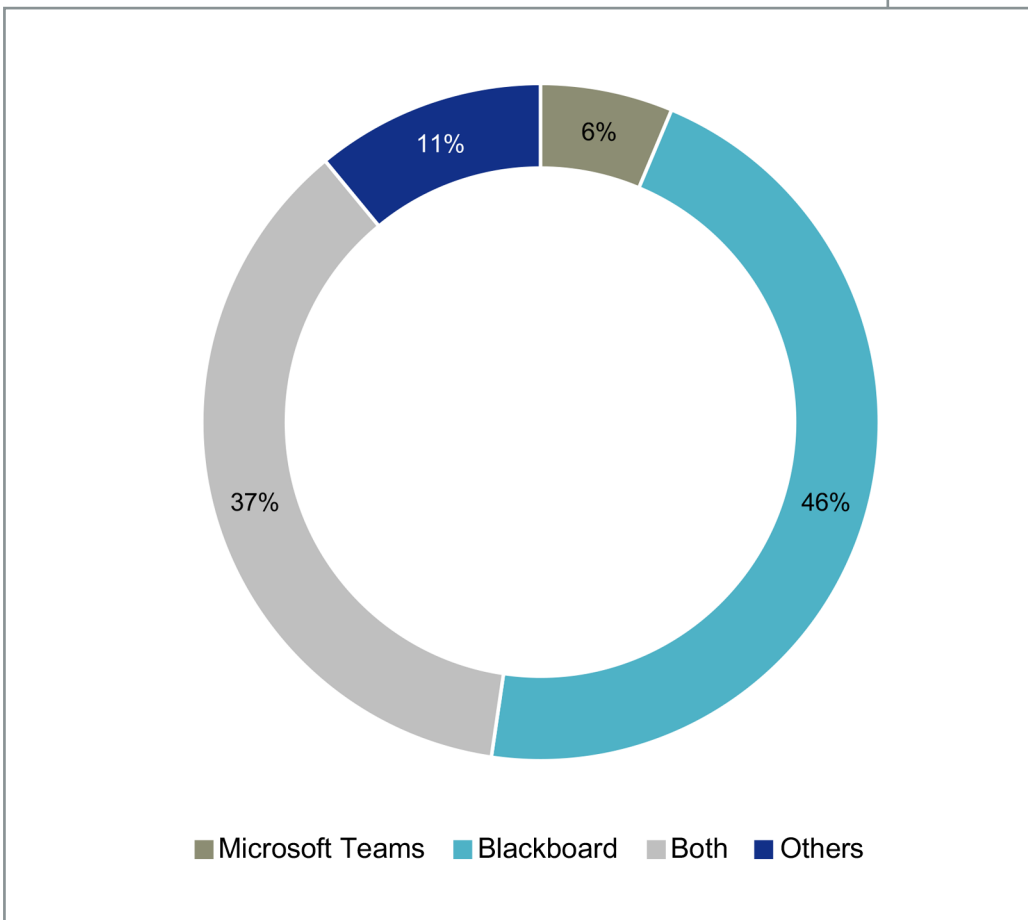


Fig. 6: Platform Usage Distribution – Faculty Responses

According to the figure above, (46%) of the respondents use Blackboard, and (37%) use both Microsoft Teams and Blackboard, while (11%) use other platforms.

# FACULTY SURVEY RESULTS

## FACULTY SURVEY: SUMMARY RESULTS

### TECHNICAL ASPECTS

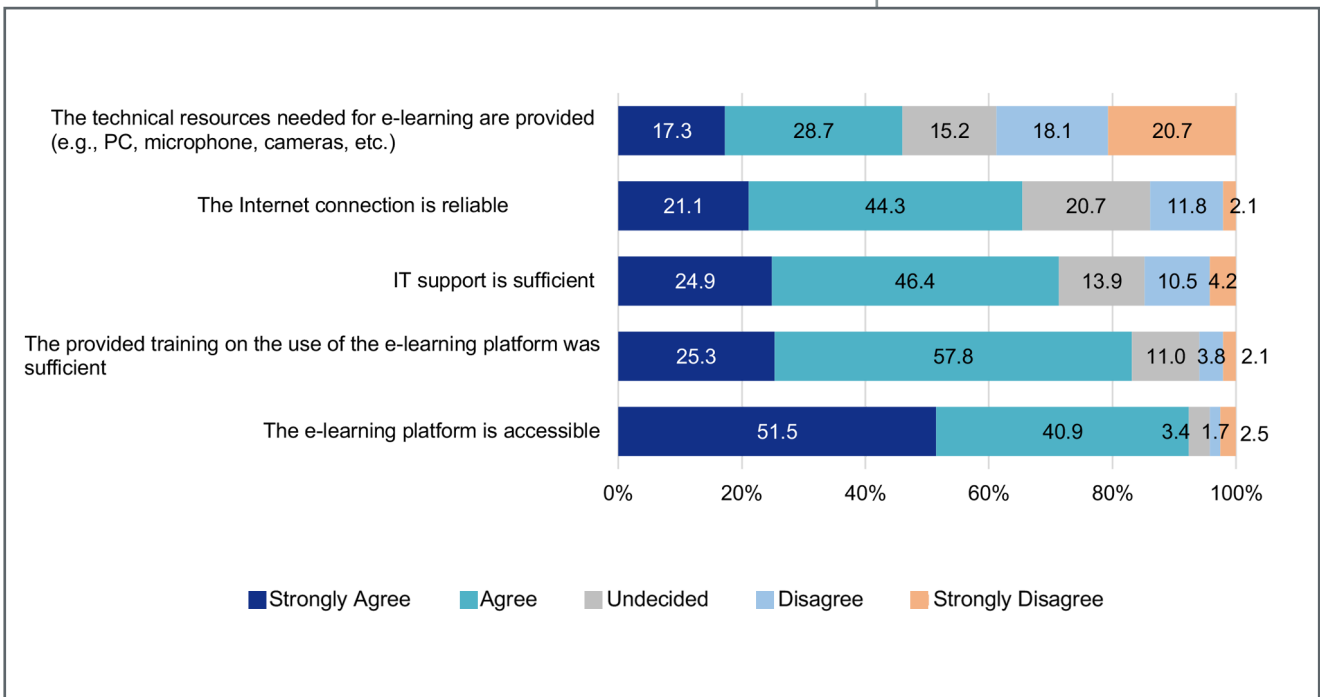


Fig. 7: Faculty Responses –Technical Aspects

TEACHING AND LEARNING

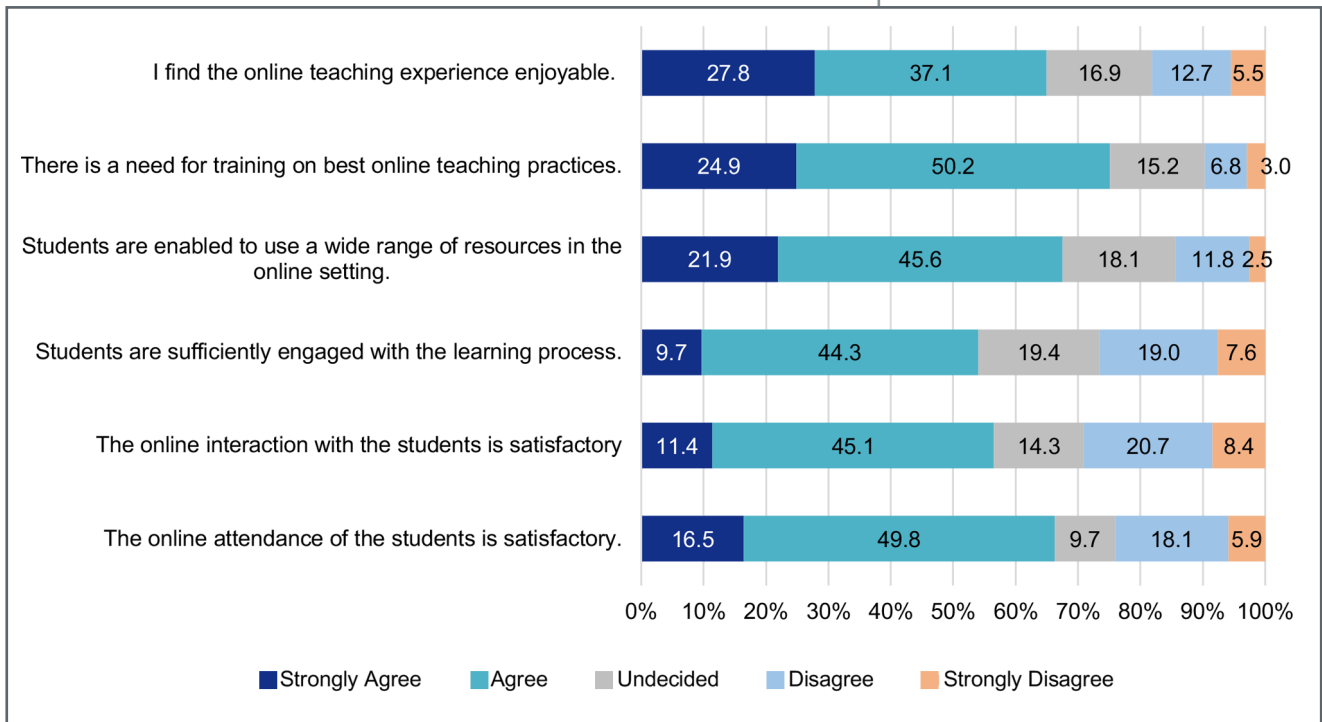
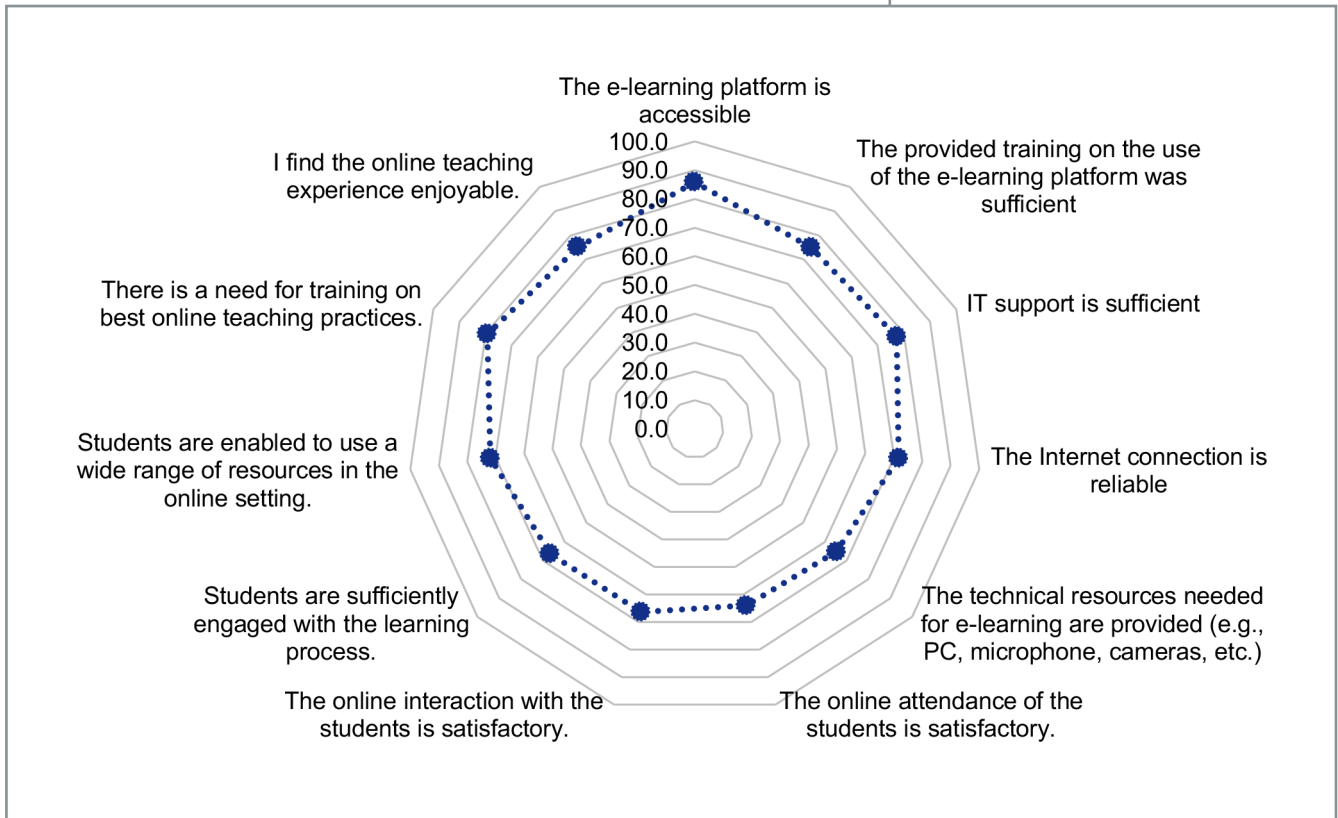


Fig. 8: Faculty Responses –Technical Aspects

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 increase : 75.6 % for Technical Aspects, and 71.4% for Teaching and Learning). This indicate that faculty are happy with online experience

## FACULTY SURVEY RESULTS

### FACULTY SATISFACTION LEVEL



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

The average score achieved in all categories is (73.3%). The result showed that the Faculty are satisfied overall with the online experience. In particular, respondents find the online teaching experience enjoyable (73.8%) and that the E-Learning platform is accessible (87.4%)

Moreover, the faculty showed high satisfaction (80.1%) with the statement “The provided training on the use of the e-learning platform was sufficient”.

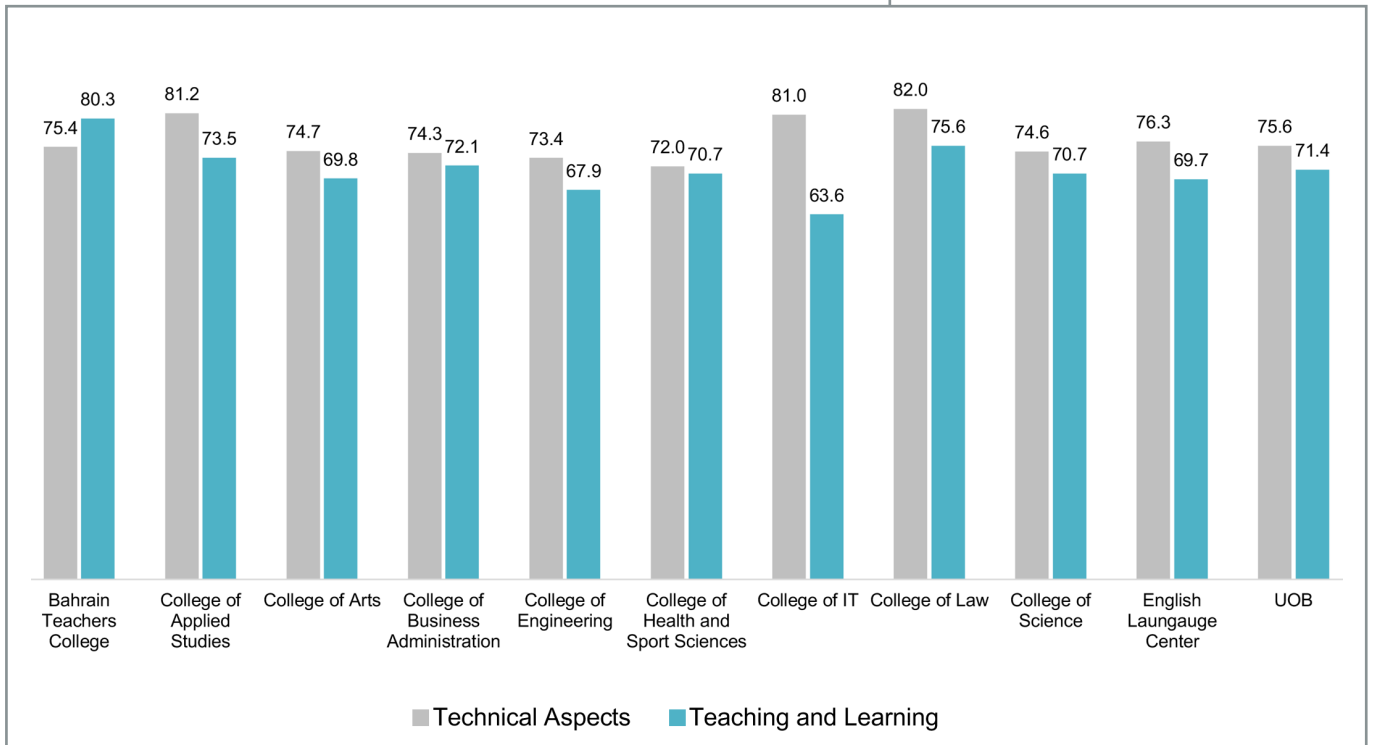
Respondents also highlighted that there is a need for training on best online teaching practices (77.5%)

**73.3%**

**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 (75.6%) in Technical Aspect, and (71.4%) in Teaching and learning.

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### CONCLUSIONS & RECOMMENDATIONS

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The results of these surveys give a clear picture of the state of online teaching and learning at UoB. While the results of faculty survey this semester is higher than the previous (2020), the results of students survey slightly decline.

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

- Faculty Training: UoB should continue to train faculty for teaching online. In particular, training should focus on how to promote students engagement and participation.
- Students Technical Support: additional technical support should be provided by the IT Center and the E-learning Center.
- Increase provision of technical resources needed for e-learning for students and faculty
- Conduct focus group discussions with representatives of faculty and students to gather qualitative information and insight about the surveys' results.

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