An Exploratory Study of E-Learning Stakeholders' Experiences of Developing, Implementing and Enhancing E-Courses in One Saudi University

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Abstract : The use of e-learning technologies is gaining momentum in all educational institutions of the world, including Saudi universities. In the e-learning context, there is a growing need and concern among Saudi universities to improve and enhance quality assurance for e-learning systems. Practicing quality assurance activities and applying quality standards in e-learning in Saudi universities is thought to reduce the negative viewpoints of some stakeholders and ensure stakeholders' satisfaction and needs. As a contribution to improving the quality of e-learning method in Saudi universities, the main purpose of this study is to explore and investigate strategies for the development of quality assurance in e-learning in one university in Saudi Arabia, which is considered a good reference university using the best and ongoing practices in e-learning systems among Saudi universities. In order to ensure the quality of its e-learning methods, Saudi university has adopted Quality Matters Standards as a controlling guide for the quality of its blended and full e-course electronic courses. Furthermore, quality assurance can be further improved if a variety of perspectives are taken into consideration from the comprehensive viewpoints of faculty members, administrative staff, and students.This qualitative research involved the use of different types of interviews, as well as documents that contain data related to e-learning methods in the Saudi university environment. This exploratory case study was undertaken, from the perspectives of various participants, to understand the phenomenon of quality assurance using an inductive technique.The results revealed six main supportive factors that assist in ensuring the quality of e-learning in the Saudi university environment. Essentially, these factors are institutional support, faculty member support, evaluation of faculty, quality of e-course design, technology support, and student support, which together have a remarkable positive effect on quality, forming intrinsic columns connected by bricks leading to quality e-learning. Quality Matters standards are considered to have a strong impact on improving faculty members' skills and on the development of high-quality blended and full e-courses.

Keywords : E-learning, quality assurance, quality matters standards, KKU-supportive factors
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