Factors Impeding Learners' Use of the Blackboard System in Kingdom of Saudi Arabia

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Abstract : In recent decades, a number of educational institutions around the world have come to depend on technology such as the Blackboard system to improve their educational environment. On the other hand, there are many factors that delay the usage of this technology, especially in developing nations such as Saudi Arabia. The goal of this study was to investigate learner's views of the use of Blackboard in one Saudi university in order to gain a comprehensive view of the factors that delay the implementation of technology in Saudi institutions. This study utilizes a qualitative approach, with data being collected through semi-structured interviews. Six participants from different disciplines took part in this study. The findings indicated that there are two levels of factors that affect students' use of the Blackboard system. These are factors at the institutional level, such as lack of technical support and lack of training support, which lead to insufficient training related to the Blackboard system. The second level of factors is at the individual level, for example, a lack of teacher motivation and encouragement. In addition, students do not have sufficient levels of skills or knowledge related to how to use the Blackboard in their learning. Conclusion: learners confronted and faced two main types of factors (at the institution level and individual level) that delayed and impeded their learning. Institutions in KSA should take steps and implement strategies to remove or reduce these factors in order to allow students to benefit from the latest technology in their learning.