

**The Obstacles of E- learning in Saudi Universities
Applied on King Abdulaziz University- Jeddah
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Abstract:

Information technology represents one of the most advanced technological factors that have become an important part of modern life factors. It is important to apply this technical information in all various aspects of life including education. Thus, the purpose of this study is to acknowledge and recognize the current use of e-learning and its technology at King Abdulaziz University located in Jeddah, Saudi Arabia through the existing spread of e-learning technology at the University, identifying the administrative and organizing obstacles faced in this field, and finally suggesting some recommendations that could be useful to overcoming these obstacles.

المخلص:

تمثل تقنيات المعلومات الحديثة أحد أهم المعطيات التقنية الحديثة التي أصبحت جزءاً مهماً من مكونات الحياة الحديثة المعاصرة، كما إن توظيف استخدامها في أوجه الحياة المختلفة بما في ذلك المجالات التعليمية أصبح مهماً جداً. لذا استهدفت هذه الدراسة التعرف على واقع استخدام تقنيات التعليم الإلكتروني في جامعة الملك عبد العزيز بجدة من خلال: التعرف على واقع انتشار تقنيات التعليم الإلكتروني بالجامعة، التعرف على أهم المعوقات الإدارية والتنظيمية التي تواجههم في هذا المجال.

ومن ثم تقديم بعض التوصيات والاقتراحات التي قد تسهم في التغلب على تلك المعوقات والصعوبات.

Introduction:

This age has witnessed a massive progress involved all life spheres; which resulted in new discoveries and inventions greatly revolutionized life especially regarding information technology and communications. One of such revolution achievements is computer through which educationists has found out large prospects to implement best sophisticating forms of self-learning concept. Satisfaction of how vital really computer is increases day by day in the developed countries (Abdul-Kader, 1990).

Computer with its applications became such part and parcel of modern societies' life. Computer-based information technology has spread all over every sphere of life; that such technology could indeed change different types of life in such a record time. Then the World Wide Web "internet" emerged, which has provided huge amounts of information helped with bringing distances near and remove barriers between information and information seeker. Thus, it was crucial for each society so that it could cope up with information age, to bring up its growing generations on learning computer with its technologies; in addition to qualify them properly to face rapidly changes of this age (Al-Sultan & Al-Fantoukh, 2000).

Technological development especially with internet emergence has made numerous changes in education. Such changes has led to finding out various forms and ways for education, especially for individual or self-learning in which learner pursues his studies as per his own self capacity, ability, how quickly he can learn, and according to what he already

obtain of previous experience and talents; to play as solutions to face such changes. Thus, programmed Learning, Computer-Assisted Learning and Distance Learning, in which student is able to learn wherever and whenever without the need for instructor permanently, emerged. (Al Mubarak, 2003).

With the emergence of the technological revolution in information technology, which has minimized the world to become a small global village, there has been a dire need to exchange various experience with others; and student needs rich multiple source environments for research and self-development; thus, e-learning emerged as an educational method based on internet with its various electronic media such as: CDs, e-mails, chat applications, video forums, audio conferences, computer conferences, video conferences and interactive video.

This current study paper aims at introducing how important e-learning is, and its role in the educational process success by defining areas of e-learning technologies application at King Abdul-Aziz University; in addition to the attempt to figure out what administrative and organizational delays are in order to apply some forms of e-learning at King Abdul-Aziz University by the teaching staff, students and administrative staff with the aim of achieving some suggestions which may help with defeating such delays and difficulties, besides making best advantage of them in solving various problems face the educational systems.

Review of Arabic Studies Conducted

Yamani study

Aimed at introducing the ability of the e-learning to face higher education challenges by: recognize the most serious challenges face higher education, recognize sample tendency toward e-learning efficiency to face challenges, analyze most serious challenges face e-learning at higher education institutions, highlight means assisting applying e-learning. The study sample included the teaching staff at Umm Al Qura University in Makkah and King Khalid University in Abha estimated (152) members. The researcher applied the descriptive analytical methodology and based on questionnaire as research tool.

Study remarkable outcomes:

The sample significantly affirms applying e-learning to face higher education challenges. The sample members promote using internet to exchange experience among professors at and outside university. Lack of systems and regulations regarding grant of academic degrees to e-learning students is considered the most serious delays affecting success to apply e-learning. Deficiency to properly prepare and develop skills of teaching staff regarding using modern sophisticated technology and e-learning significantly affecting applying e-learning effectively. Shortage of expertise, specialists and qualified human staff in information technology and e-learning technology has such serious delay to apply e-learning. Rareness of applications of e-learning translated into Arabic is considered a delay affecting

applying e-learning. Lack of stable infrastructure at universities so that they can technically change is considered such influential delay on applying e-learning. Charges to connect to the internet are high.

Al Bloushesi & Ousairi Study

On bases of e-learning university and role in success of e-learning aimed at highlighting e-learning university concept by achieving basic bases of success; in addition to discussing concept of e-learning as one of the e-learning university outcomes and how to successfully apply it by observing experience of College of Teachers in Abha, KSA in the light of the above mentioned bases. The study sample included (48) students at College of Teachers in Abha in the 1st semester 2003/2004. Both researchers adopted the descriptive analytical methodology to define bases of e-learning university; and the experimental methodology to scale e-learning success in the light of e-learning bases; and both used two tools to achieve the study objectives.

Study remarkable outcomes:

Success of e-learning is based on using the proper educational means and techniques besides other e-learning university bases; whereas it was concluded that there is no statistical differences between the traditional exam and the mechanical exam; and that student proficiency was at a high level of; i.e. students are fully ready to make best use out of using the modern technology in their educational process and upgrading their own skills regarding share and discussion with others. There is no infrastructure for this kind of education.

Al Zamel Study

On the e-learning at Saudi higher education institutions meant to evaluate the current experience of e-learning at Arab Open University (Riyadh Branch) and General Organization of Technical Education and Vocational Training in KSA as per e-learning university students. The study was applied on (256) students at both General Organization of Technical Education and Vocational Training (represented by the Technical College in Riyadh and College of Communications and Information in Riyadh) and the Arab Open University in Riyadh within the 2nd semester 2003/2004 in order to know how students find themselves interact with e-learning; their own ability to self-learn; how far they believe they need professors of e-learning and delays face e-learning.

Study remarkable outcomes:

Students' interaction with e-learning was significantly affected by the unclear way of e-learning for many of them. Potentiality to apply e-learning is based on some factors including how efficient students are in using computer and technology.

As students are of older age, outcomes manifested that large number of the sample members need professors to understand informatics instead of self-learning. The most serious delays face e-learning are: charges to connect to the internet; and lack of professors when needed.

Al Hazemi Study

Aims at highlighting fact of using internet by a sample of the teaching staff and students at colleges of teachers in Makkah by studying their own using of internet, using purposes and using importance in the educational process and training as per their own point of view; in addition to defining delays and difficulties of using it. The study sample included teaching staff estimated (341) members who were selected randomly from the study environment; and students of colleges of teachers in Makkah estimated (644) students who were selected randomly from the study environment. The researcher applied the descriptive analytical methodology and used questionnaire as study tool.

Study remarkable outcomes:

There are differences of statistical-significance by significance level (0.001) in the ratios of using internet by teaching staff and field education students due to variables of college, major and possessing computer. Connecting via email was used most widely by the sample members personally; however not for education to communicate between both teaching staff and students. Teaching staff and students agreed on using internet in education. Both teaching staff and students agreed on delays prevent using internet respectively including: slow internet connection, disconnecting when working and inefficient English.

Most serious delays prevent making best out of internet in the educational process respectively including: lack of internet supply in college library, shortage of computers connected to the

internet at college and shortage of financing needed for internet application in education.

Al Hassan Study

Meant to introduce fact of using technology in education in the Sudanese public universities; introduce the current situation in the Sudanese public universities in the light of solutions for the Sudanese educational problems which could be provided by the educational technology; and introduce delays prevent using educational technology data in the Sudanese university education. The researcher applied the descriptive analytical methodology, and set out two questionnaires to achieve the study objectives. For the questionnaire of points of view about the current situation of using the educational technology, the sample included (148) examined members of teaching staff who were selected randomly; and for questionnaire of points of view of administrative officials of teaching staff about delays of using educational technology data, the sample included (46) examined members represented all colleges deans and (20) examined members of teaching staff who are working at ministry of higher education who were selected randomly.

Study remarkable outcomes:

The traditional means used in the Sudanese university education do not provide assistance to use educational technology data. The limited technical and information infrastructure at the Sudanese universities does not qualify them to apply educational technology. There are no differences of statistical significance between points of view of teaching staff

due to study major, qualification and years of experience regarding the current situation of using the educational technology in the Sudanese university education. There are differences of statistical significance between points of view of administrative teaching staff working at ministry of higher education on delays of using the Sudanese university education technology.

Abdul-Hameed & Mohammad Study

This study meant to highlight the role could be looked forward to by e-learning technology regarding development of higher education in Sultanate of Oman; discuss some considerable issues relating to e-learning in general and potentiality of development and upgrading higher education in Sultanate of Oman; and discuss most serious delays may face using of e-learning of higher education in Sultanate of Oman. The study sample consisted of (41) specialists of educational technology; and the two researchers applied questionnaire as study tool.

Study remarkable outcomes:

There are no national internet connections and communication channels between university institutions and far away regions; in addition to lack of financing needed to finance e-learning. There are no internet teachers, legislations and persons who would like to learn e-learning. Some of teaching staff of higher education are not convinced with e-learning advantage. There is no sufficient number of staff trained on e-learning and adaptation of programming. There is no knowledge

at e-learning institutions and ability to follow up technological updates and changes.

Omar Study

Aimed at introducing how to make advantage of internet in administration of higher education institutions in KSA regarding administrative and functional tasks, admission and registration affairs, higher university scientific activities and academic studies; realizing how execution of internet uses required; defining delays of the efficient use of internet in KSA eight universities and General Presidency Agency for Girls Education (Previously named); recognizing internet uses in some western universities; and highlighting how different fact of internet use as per educational institution nature is. Researcher adapted the descriptive analytical methodology; and applied a questionnaire on a definite sample including educational officials at the Saudi eight universities and educational officials at General Presidency Agency for Girls colleges. The sample of university members number reached (166) members and number of colleges agency number reached (128) members; whereas the researcher applied questionnaire and comparison as study tool.

Study remarkable outcomes:

There is a need to enforce uses of internet especially regarding following up new updates and know new teaching methods; and make advantage of previous countries experience. Most serious delays face using internet are lack of technical support, shortage of finances, high charges of technical equipment's and shortage of training courses.

Al Harbi Study

Aimed at defining objectives and delays of using World Wide Web (internet) in teaching religious sciences at colleges of teachers. The study sample consisted of teaching staff of religious and educational sciences estimated (295) members. The researcher applied the descriptive (survey) methodology; and depended on questionnaire as a research tool.

Study remarkable outcomes:

Study members agreed on the significance of using internet in teaching religious sciences and it is an effective mean in information exchange. Unequipped offices of teaching staff is considered of the delays prevent making advantage of internet as an assisting mean of teaching. Lack of English language efficiency of teaching staff of religious sciences. There are no differences of statistical-significance between average of responses of teaching staff to most questionnaire areas due to difference of qualification, experience and use ratio. There are differences of statistical-significance between average responses of teaching staff on most questionnaire areas due to department major difference.

Al Mubairik Study

Is a study paper was introduced to the Future School Seminar held at King Saud University, College of Education (2002). This study aimed at discussing e-learning by some theoretical writings and electronic programs presented via internet. The study also discussed how to develop lectures by the modern educational means by focusing on the internet; and a way

can make educational process a sharing process; and thus avoid drawbacks of individual education which resulting in learner isolating from his colleagues. Study significance represented in focusing on one of the educational ways not existed in our educational curriculum we need; and in integration between methodological way and depending on one of the modern technological means which is internet. This study proposed addition of English language curriculum for definite purposes based on internet focusing on writing skills.

Theoretical Study Conducted by Al Mousa

Is a study paper introduced to Future School Seminar at King Saud University, College of Education (2002). The study meant recognize concept of e-learning and society prosperities in the age of space and information; and then discussing advantages of e-learning and delays facing it.

Remarkable recommendations of study outcomes:

There is a need of social mobilization of society individuals to interact with such kind of education and of educational staff participation in this education industry. There is also a need of infrastructure for this type of education represented in preparation of trained human staff and providing required communication lines which seek transfer of this education to another place. Set out training programs for students, teachers and administrative staff to make full advantage of technology. Produce programs required for this education.

Al Omary Study

Aimed at studying fact of using internet by the teaching staff and students of Jordanian Technological Science University; their tendency toward using it and factors affecting such use. The study sample consisted of (124) members at various university colleges, and (336) students at various colleges too. The researcher used questionnaire as research tool.

Study remarkable outcomes:

50% of the teaching staff members are using the internet daily; while 45% are using it weekly. The study did not introduce any members of the teaching staff do not use internet at all. 66.13% of the teaching staff members consider internet significant to their academic researches. 75% of the teaching staff members at university are good at using internet skills. Members of the teaching staff are using the internet for following up academic researches and books; while the most remarkable purpose for using the internet by students was to upgrade efficiency in study acquisition and personal will in self-development and exchanging information, messages, researches and reports of study. There are no differences of statistical-significance between responses averages of the teaching staff on questionnaire due to college, possession of computer or connecting to the internet. There are differences of statistical significance between responses averages of students on questionnaire due to possession of computer and connecting to the internet.

The study concluded that there is a need to hold courses for students on internet importance awareness and how to use it.

Al Sharhan Study

Meant to introduce how far does the teaching staff at college of education at King Saud University use computer and the internet; define their opinions on the positive and negative areas of using the internet; in addition to define the delays prevent using internet by the teaching staff. The study sample included (72) members of the teaching staff at College of Education at King Saud University in Riyadh who were selected randomly from the study environment. The researcher set out questionnaire to achieve the study objectives; and depended on the descriptive methodology.

Study remarkable outcomes:

64% of the study sample do not use computer at all; and 75% use the internet. The study sample opinions agreed on significance of computer literacy, importance to use the internet in the educational process; and need to hold training courses for the teaching staff. The study sample opinions agreed on the importance to provide the internet at various Saudi universities, colleges, research centers, institutes and schools. The study recommended the need to provide computers for the teaching staff so that they could use the internet efficiently.

Lal Study

Aimed at recognizing the importance of internet in the educational process as per teaching staff at the Saudi various universities. The study sample consisted of (140) members of the

teaching staff at various majors of the seven Saudi universities by five members of some majors; and the researcher applied questionnaire.

Study remarkable outcomes:

There is a difference of statistical significance between the teaching staff of scientific specialty and the teaching staff of literary specialty for the teaching staff of scientific specialty regarding importance of using internet in the educational process. There is no difference of statistical significance for academic rank variable (professor assistant, associate professor, professor). There is a difference of statistical significance between the female and male teaching staff regarding the importance of using internet in the educational process for the male teaching staff.

Al Naggar Study

The study meant to highlight how internet applications are important in the scientific research for a sample of university teaching staff, lecturers and assistant professors. The study sample consisted of (200) members of the original study community total of (345) male and female members at four colleges who were selected randomly. Theresearcher applied the survey methodology to examine the teaching staff opinions and tendencies; besides setting out questionnaire as research tool.

Study remarkable outcomes:

Most sample members use the internet in the scientific research weekly. Most remarkable uses of internet are research or research sources. The study outcomes confirm that there is a positive tendency for the teaching staff toward using the internet

in the scientific research. One of the delays face using the internet in the scientific research is lack of proper training on using the internet.

Al Mouhaisen Study

Meant to recognize fact of using computer at colleges of education at Saudi universities regarding devices, potentialities and using by the teaching staff. In addition to recognizing tendencies of the teaching staff at such colleges toward using computer and delays face using internet as per their points of view. The study proposed some ideas may result in the full advantage of services provided by computer regarding development of the modern Saudi teacher preparation programs before providing service. The researcher planed questionnaire to achieve the study objectives; and the study sample included the teaching staff at all colleges of education at the Saudi universities of (200) members of (6) colleges of education at five universities forming (135) questionnaires of (104) male and (31) females.

Study remarkable outcomes:

There is a shortage in computer services provided to the teaching staff and lack of using them. There are considerable tendencies hidden for the teaching staff toward use. Lack of training for the teaching staff and lack of computer technicians are considered of the delays prevent using computers.

Al Fahd & Al Mousa Study

This study aimed at realizing the importance of using technology in the educational process and recognizing internet uses in education. The two researchers followed the investigative

methodology focuses on pay attention to analyze many outcomes of researches and studies relating to using technology in education generally and in the internet particularly without conducting field study.

Study remarkable outcomes:

Email is considered the most usable internet services in higher education as it is easy to use and includes several benefits. Mailing list service can be used in higher education as its importance highlighted in setting up the mailing lists of students and the teaching staff all over KSA to exchange various view points for connecting against least cost. News groups service helps with exchanging opinions among specialists all over the world. Students and the teaching staff can make advantage out of the specialist scientists in this area all over the world. Chatting applications are the most service to be used after email. The most remarkable delays face using the internet are charges, technical problems and lack of the teaching staff or students preparation to use such service.

Al Habes Study

Meant to recognize importance of using technology in the educational process and realize concept of internet and how to use it in education generally and higher education particularly; know how to use internet in academic, administrative and research areas; and introduced to some universities experience regarding make best out of the internet. The researcher applied the investigative methodology to analyze, define and then apply the concept by analyzing the outcomes of many studies and

previous writings without conducting a field study or analyzing the context.

Study remarkable outcomes:

Internet is used as an auxiliary mean in remote education. Some universities certified grant of bachelor, master and PhD degrees via internet. Internet is used as an auxiliary mean regarding academic areas such as (teaching methods, curricula, communication and scientific research) easily and for low cost. Internet is used as an auxiliary mean for university professor researchers and others when searching for information, researches and studies. Serious delays limit using internet in higher education including: financial, technical and intellectual delays; lack of preparation of the teaching staff of students to use this service and finally lack of planning to use this service which is considered an administrative delay.

Muslim Study

On using internet in the Egyptian universities network aimed at recognizing internet users at the Egyptian universities, internet using purposes, how far services are used, used research tools and define problems and difficulties face them when using the internet. The study sample included (400) users of the teaching staff of the Egyptian universities network who represented 10% of total users who were selected randomly. The researcher adopted the descriptive methodology and based on questionnaire and interview tools.

Study remarkable outcomes.

The study illustrated that the largest number of internet users among the teaching staff are professors and assistant professors. Email service is the most service widely used by the study sample; then comes file transfer service and recognize and use internet. The most considerable problems prevent making advantage of internet were: busy lines due to lack of global line speed, lack of available connection lines, lack of knowledge on means of use, limited time and finally cost.

Review of Foreign Studies

Fusayil Study

Meant to recognize how far does the teaching staff at Ohio University, USA use internet in their teaching tasks. The study sample consisted of (167) members of the teaching staff at the mentioned university. The study questionnaires were submitted via email. The researcher adopted the descriptive methodology; and used questionnaire and interview as research tool.

Study remarkable outcomes:

The number of internet users among the university teaching staff were 98.1%. The most widely used internet services by the teaching staff were email by 95.2% daily; and then World Wide Web by 71.7% daily. There are no differences regarding using internet for scientific research, communication and teaching purposes among the teaching staff due to specialty or years of teaching experience. The most serious delays of using

internet respectively are: potential logging in the internet, training and lack of technical equipments.

Gueldenzoph Et Al Study

On using information technology at college university classes aimed at examining use of the educational technologies at university classes by the teaching staff. The study defined the educational technologies in: email, world wide web pages, news groups, file transfer protocol and Gopher. The study sample included (721) members of the teaching staff. The researcher developed the study questionnaire by revising previous studies; which consisted of (60) paragraphs. (168) members answered the questionnaire by (23.3%) response ratio for which data were processed by quantity and quality.

Study remarkable outcomes:

Male teaching staff use computer and internet in teaching more than females; however such difference is not certified statistically. Regarding age, the younger teaching staff use computer and internet more than the older ones by (0.05). There are no differences of statistical significance between the teaching staff and use of computer in teaching. There are differences of statistical significance on level (0.01) between administration support to use computer and its actual use of it by the teaching staff.

Wang Study

Focusing on effect of using internet on the educational research of the teaching staff in USA and china. This study meant to investigate how internet affects on the educational

researches conducted by the teaching staff in a number of universities and colleges in both countries; in addition to define some factors affect on using the teaching staff of the internet in the educational researches and study the potential relations between such factors. The study sample included (570) members of the teaching staff at a number of universities and colleges in both countries; and the researcher applied the survey methodology; and the study questionnaires were sent via emails.

Study remarkable outcomes:

Over 60% of members answered the questionnaire in USA, and over 84% of members answered the questionnaire in china are interested in joining a course or a workshop to learn how to use internet and use it to conduct the educational researches. Email then World Wide Web ranked the most widely used services by the teaching staff.

Wang and Cohen Study

Aimed at recognizing fact of using internet by the teaching staff at one of universities in USA; realizing how uses of internet are repeating by the teaching staff and how they realize internet services and various applications in supporting the scientific research. The study sample consisted of (180) members of the teaching staff; and the two researchers applied the descriptive methodology. The researchers developed a questionnaire as a tool to achieve the study objectives.

Study remarkable outcomes.

Most of the teaching staff used internet and 85% of them used only a single application of the internet various applications.

Email service came as the most widely used by the study sample by 96%; then came the World Wide Web by 55%, Gopher by 48%, mailing lists by 29% and finally file transfer protocol by 22%. There are no differences in using email among the teaching staff of two sexes; while male sample members used Gopher system, the world wide web and file transfer protocol more than female sample members. Delays of using internet as per points of view of the study sample are respectively: connection disconnected when using the internet and problems when downloading and uploading files. The teaching staff mentioned that they need specialist technicians to face and solve the technology and technical problems faced when using the internet; and that they need a proper good training.

Comment on Previous Studies and Relation with Current Studies

By reviewing the previous Arabic and foreign studies, a number of remarks and points were noticed as follows:

1. Yamani (2005) discussed recognizing e-learning ability to face challenges of higher education, realizing most serious delays face e-learning at Saudi higher education institutions; and highlight the supportive means to apply e-learning. Study of Al Bloushesi & Ousairi (2005) highlighted e-learning university concept by achieving basic bases of success and how to use it by observing experience of college of teachers in Abha, KSA. Al Zamel (2005) study discussed evaluation of e-learning experience

in the Arab Open University (Riyadh branch) and the General Organization of Technical Education and Vocational Training in KSA. Al Hassan (2004) study included realizing fact of using educational technology at the Sudanese public universities and delays prevent using it.

2. Abdul-Hameed & Mohammad (2004) highlighted the role which e-learning might be looked forward to regarding higher education development; and recognizing most serious delays face using e-learning in higher education in Sultanate of Oman. Studies conducted by Al Hazemi (2004) and Al Omari (2002) discussed fact of using internet in the educational process by the teaching staff and students. Omar (2003) included introducing how to make best advantage out of internet at administration of Saudi higher education institutions; and realize delays face effective use at various universities. Al Mubairik (2002) discussed how to improve lectures by the modern educational means focusing on the internet; while study conducted by Al Mousa (2002) considered e-learning concept, advantages and objectives; in addition to delays prevent applying it in the educational process.
3. Study conducted by Al Shehran (2001) discussed how far does the teaching staff at colleges of educations at King Saud University use computer and internet. Study conducted by (Lal, 2000; Muslem, 1998; Al Habes, 1998; Fusayil, 2000; Wang, 1999; and Wang & Cohen, 1998)

considered importance of using internet in the educational process as per points of view of the teaching staff at various universities. Gueldenzoph et al (1999) discussed examining the teaching staff of the educational technologies at university classes and defined the educational technologies as: email, the world wide web pages, news groups, file transfer protocol and Gopher.

4. Al Naggar (2000) discussed fact of using internet applications in the scientific research by the teaching staff at King Faisal University in KSA.
5. Al Muhaisen (1999) considered fact of using computer at colleges of education at the Saudi various universities regarding equipments, potentialities, using of the teaching staff; and delays prevent using computer as per their own points of view. Study conducted by Al Fahd & Al Mousa (1999) included how to apply internet and communication services in education generally and in higher education particularly.
6. The previous Arabic and foreign studies varied regarding the academic methodologies applied to achieve its objectives and tools used for applying. Most studies adopted the descriptive analytical methodology in collecting data and information; and descriptive statistics to analyze and display outcomes; others applied the investigative methodology. Tools used for such studies also varied between questionnaire and interview.

7. Previous studies varied regarding sample members whereas for some of them it is consisted of the teaching staff and students; and others of students; while others consisted of specialists of educational technology.
8. Previous studies were used in choosing the proper methodology for such study; and for realizing the proper statistical techniques to process current study; whereas the relation between these studies is an integrative relation supporting each other for their objectives, procedures and recommendations.
9. Previous studies are similar to some current studies prospective regarding defining most serious delays prevent perfect use of the modern educational technologies despite of different study target discussed within current study. Arabic and foreign- previous studies regarding their objectives, methodologies, sample size and tools used to apply them discussed in this chapter are undoubtedly a source full of information helped with enriching the theoretical framework of this study; realize basic concepts of subject of current study; and develop and improve study tool which was used in the field study of current study. These studies were fully used in increasing many references and sources relating to current study subject.

Gap in the Literature

In the light of the aforementioned, this study differs from previous studies, and what shall be presented is not a repeat of previous mentioned researches; all for the following reasons:

1. Current study is the first study pays attention to studying the fact of spread of using e-learning technologies at King Abdul-Aziz University which is considered one of the most considerable institutions of higher education in KSA; which was not referred to within any other previous study.
2. Current study shall highlight most serious administrative and organizational delays prevent perfect use of internet.
3. One of the most remarkable objectives is to present useful recommendations and suggestions to decision makers to develop and improve e-learning systems at King Abdul-Aziz University.

Study Problem

Institutions of higher education in KSA undergo various stages of rapidly conversions due to the numerous obligations imposed by social, economic, educational and technical changes. Responding to such changes, institutions of higher education worked on matching how they really are with the current situation on the global level.

Higher education in KSA, where numerous universities has been established, is undergoing challenges face its developmental efforts, which were imposed by both national and international changes and situations. For the national situation, alumni students of general secondary education institutions have significantly increased in a rapid way over the expected as planned for universities to include their huge numbers; especially

that such increase accompanied with encourage social values regarding join university and grant a university degree certificate. Total numbers of male and female students approved to various universities, girls colleges and public colleges (new students) have increased from (83.486) students in 1998/1999 up to (126.752) students in 2002/2003 with a growth average of (11%); hence, about (57%) of alumni students of general secondary education institutions was enrolled (Ministry of Planning, 2005 – 2009). Such ratio is expected to increase in the coming years.

For the international situation, globalization requirements including that KSA has joined the World Trade Organization, imposes an advanced kind of preparation of various university alumni so that they could meet needs and requirement of business market.

Responding to such situations, various institutions of higher education are undergoing a kind of quantity expansion so that they could include as many numbers of alumni of general secondary education as possible every year; as numbers of universities, colleges, private education institutes, vocational education colleges and institutes and health colleges in various sectors are continually increasing. Universities number has increased from only one university in 1956 (King Saud University) up to eleven public universities (Ministry of Planning, 2005 – 2009); in addition to lay the foundation stone of a specialized university in technology science (Ashour 2006). However, all such universities including King Abdul-Aziz

University could not contain the constant increase of alumni students of general secondary education institutions. There are some issues discussed, on one hand, regarding how good the educational process really is at various universities in KSA; such matter was introduced within discussions held with some university officials; and on the other hand, about how compatible outcomes of university education to the renewed modern needs of business market which started imposing modern requirements and specialties in order to meet new social and economic changes needs; as employers ask universities for professionals programs which provide their alumni with university certificates and ability to work efficiently (Omar, 2003).

Universities also are demanded to control costs and focus more and directly on needs of the beneficiaries of university outcome; and avoid as far as possible wasting human and financial resources in areas do not really help directly with achieving the developmental targets.

Thus, institutions of higher education need a whole development process so that they could reach the needed multiple forms balance. Under the unsteady changeable circumstances, options for rebalance the educational process at university are numerous including reconsider university majors; reconsider, develop and reform various courses instructed for students in order to go along with new requirements and available technologies such as e-learning and direct learning which is based on internet. For issues come into view in this regard is the

call to adopt and apply modern educational forms based on information technology which is able to introduce solution for most problems; and hence, they can change university and student's role; that they focus on and make things easy for student, provide money by upgrading and improving business; and work and focus more on courses contents (Al Mousa, 2002).

For that who is following up improvements updates in techniques of university education in the developed countries, will easily notice the huge expansion regarding make advantage of the numerous forms and levels of e-learning technologies by applying them fully in the educational process called e-learning, university distance learning, university open learning; and by limited application such as use internet to communicate instructors and students; and exchange information of the academic courses electronically.

Although electronic technologies are widely spread socially in KSA, it is noticed that Saudi universities are suffering from noticeable failure regarding spread of using technologies of E-learning in the education process. Such failure is actually verified by a study conducted by Prof. Ibrahim Al Mouhaisen, Dean of Post Graduate at Taibah University (2006). This study concluded that there is a delay in applying the educational technologies in many Saudi institutions of higher education comparing them with their counterparties in America, Britain, Malaysia and Jordan. The study also concluded that there is a shortage in staff numbers and efficiencies of technicians and their

assistants in the educational technologies; in addition to lack of proper technical support (Ashour, 2006). Hence, such situation must involve causes and delays support it.

Under the foregoing, the study problem is represented in the need to conduct a field study by introducing the fact of how far E-learning technologies are really used at King Abdul-Aziz University; and delays hinder spread of applying such technologies as a form of upgrading quality of the educational process and control many circumstances and situation relating to the educational process at university.

Research Questions

Main Research Question

What is the real situation of modern technologies of E-learning and delays face them at King Abdul-Aziz University, focusing on administrative and organizational delays?

Following Research Questions

- Q.1 What does E-learning mean under the frame of modern information technology and is types?
- Q.2 What are the goals of applying E-learning?
- Q.3 How far do technologies of E-learning contribute in meeting the educational needs?
- Q.4 What is the situation of spread of applying E-learning technologies at King Abdul-Aziz University as per the point of view of the study sample individuals of (teaching staff and male & female students)?

- Q.5 To what extend are E-learning technologies available at King Abdul-Aziz University as per the point of view of the study sample individuals of (teaching staff and male & female students)?
- Q.6 To what extend do the study sample individuals use internet for study purposes at university?
- Q.7 What are the administrative and organizational delays which avoid expansion in spread of applying E-learning technologies in the educational process at university?
- Q.8 Are there any differences o statistical significance in the ratio of applying E-learning technologies among the teaching staff at university which based on college, own a computer or use the internet?
- Q.9 Are there any differences of statistical significance in the ratio of applying E-learning technologies among university male & female students based on college, having computer and use the internet?
- Q.10 What are the suggestions and recommendations which may help with avoiding the administrative and organizational delays prevent applying technologies of E-learning in the educational process at King Abdul-Aziz University?

Study Objectives

The main objective of this study is to introduce the real situation of applying technologies of E-learning and the administrative and organizational delays prevent using them by applying study on King Abdul-Aziz University.

Sub-objectives

1. Define E-learning and its types in the educational university process.
2. Discuss objectives of applying E-learning.
3. Discuss to what extend the technologies of E-learning contribute to meet the educational needs.
4. Introduce the real situation of spread of applying E-learning technologies a King Abdul-Aziz University.
5. Introduce to what extend E-learning technologies are available at King Abdul-Aziz University.
6. Introduce to what extend the study sample individuals use the internet for study purposes at university.
7. Realize differences of statistical significance of the teaching staff at King Abdul- Aziz University based on college, having computer and using the internet.
8. Realize differences of statistical significance of the male and female students at King Abdul- Aziz University based on college, having computer and using the internet.
9. Define administrative and organizational difficulties and delays which prevent or avoid the teaching staff and male & female students at King Abdul-Aziz University to apply technologies of university E-learning.
10. Introduce some recommendations and suggestions helping to overcome the administrative and organizational delays in order to develop E-learning at King Abdul-Aziz University.

Study Significance

Modern information technology is one of the most important aspects which became such important part and parcel of contemporary modern life. Application of this technology in various aspects of life, including the educational majors, became such important matter. Based on this, the core significance of this study emerged as such issue is considered vital and significant; and such significance was acquired by the following considerations:

- Significance of Area: meaning (apply E-learning technology in university education); due to the challenge represented in this application on which process of enrichment and educational development based in this age of knowledge and information. One of the most considerable challenges face education systems today is revolution of applying computer in education; and internet is the connection between computer networks all over the world.
- Lack of field studies conducted in application of modern technologies of E-learning in university education; in addition to preparation of the Saudi alumni to merge in the international modern educational systems.
- Significance of defining the administrative and organizational delays or difficulties which limit application of E-learning technologies in university education; taking into consideration that it the first step to remove them by highlighting the most remarkable delays which prevent

make the best advantage of E-learning technologies in university education at King Abdul-Aziz University.

- The concluding outcomes and recommendations which will contribute avoiding these delays and difficulties; will provide way for benefit E-learning technologies; and prepare and train the teaching staff, students and administrative staff at King Abdul-Aziz university in accordance with their perfect use.
- It is considered such new addition to Arabic studies with regard to issue of spread of applying E-learning technologies at the Saudi universities. It also may be one of the first studies conducted in inspecting the real situation of applying E-learning technologies by the teaching staff and students of King Abdul-Aziz University as per writings available.
- This study is considered a start for new coming studies and researches discussing other aspects relating to application of electronic technologies in higher education.

Methodology

The study was an analytical descriptive methodology for reaching the research targets, and it involves three categories as follows:

1. A random, stratified and proportional sample of Saudi and non-Saudi teaching staff who are obtaining doctorate degrees, lecturers and teaching assistants. (Both genders, 112 members.)

2. A random, stratified and proportional sample of regular male and female students and e-learners, as well as postgraduate female students.
3. A selected sample of teaching members, administrative and specialized technicians in the field of e-learning at The Deanship of Distance Learning and The Information Technology Center.

Additionally, the study relied on the questionnaire as a tool to collect the on-site data after they were investigated and proven. It was observed that it has a high rate of accuracy and constancy with a constant co-efficient Cronbach's Alpha 85% for the teaching staff members and of about 84% for the male and female students. To analyze the data, the statistical means that were used were: calculating the mean, standard deviation, frequency distribution, data percentage and Chi square analysis to know the availability of statistical indication (morale differences) as well as investigating the questions of some e-learning specialists. This study is considered a case study; and a case study methodology studies all circumstances, factors and components (human and others) relating to the study subject.

The descriptive analytical methodology was applied on this study as it is suitable for the study nature; by which phenomenon described; relating data collected, classified, organized and introduced in quantity and qualitative ways in order to introduce all influences relating to the study subject; that

all this shall lead to conclusions and generalizations can help with development of the real situation (Thawkan et al, 2004).

Study Community and Sample

As this study is relating to E-learning at the Saudi universities, specifically King Abdul-Aziz University in Jeddah, then the study community was defined to include all the teaching staff of those who hold PhD (and those equal of Saudi and non-Saudi lecturers and professors assistants) who are working at the university; in addition to the university students (regular, irregular, post graduated).

The study two samples include a study sample of random class proportional sample consisting of various academic departments and majors within the 1st semester of 2006/2007. (1499) questionnaires were delivered of which (1387) questionnaires were delivered to male & female students (regular, irregular, post graduated); of which (1090) questionnaires were returned. (112) questionnaires were delivered to the teaching staff; of which (85) questionnaires were returned.

The overall total of returned questionnaires is (1175) questionnaires of a ratio (78%).

A set of exploratory questions was set for a sample consisting of teaching staff, administrative staff, and technicians working at Information Technology Center and Distance Education Deanship; whereas the questions were sent via fax and emails.

Data Collection Sources.

The following sources were applied for collecting the required data and information for this study:

Secondary written sources for theoretical study.

These sources include books, academic thesis, periodicals, papers of conferences and seminars, articles, websites and previous studies relating to the study subject on which, mostly, enrichment of the theoretical aspect of this study will be based in analyzing data collected from the field study. It was observed for these sources to be modern and diversified between both foreign and Arabic studies.

Basic sources for field study.

A technique of collecting data appropriate for nature of the study community entries and subject was selected which is questionnaire technique; whereas questionnaire was used as a tool to collect the data needed to support the theoretical study and field and analytical aspect; to reach the study objectives and find answers for its questions raised.

A set of questions was set for a selective sample of teaching staff, administrative staff and specialists technicians in E-learning who are working at Information Technology Center and Distance Learning Deanship. This set of questions consisted of (14) questions with the aim of obtaining more information about how far spread of applying E-learning technologies in the educational process really is; in addition to the most remarkable administrative and organizational delays which prevent spread of

applying such technologies through the university experience in this area.

Questionnaire layout.

A survey list was laid out as tool of the basic main study; and in order to ensure form and clarity of phrases, and to ensure compatibility of its scales, this list was introduced to a set of professors specialists of such studies, refer annex No. (1) of the annexes. Some changes were suggested which were taking into consideration when designing questionnaires in their final form. Consistency of the questionnaire was measured by applying Cronbach's Alpha scale.

As this current study aims at introducing the real situation of applying E-learning technologies; and the administrative and organizational delays prevent applying such technologies, one of the common usable scales which is quinary (Likert Scales) which is the most famous and usable scale (Al Harthi, 1992). It is also an easy scale to be built, prepared, implemented and data analyzed. The study two questionnaires are consisting of two sections: Section 1 included a set of personal questions (demography) such as age, major and having computer, etc.

Section 2 of the questionnaire includes a set of close questions to know how far applying E-learning technologies at university really is; in addition to an open question to add any extra phrases not indicated in this area among the questionnaire phrases. The close questions type was applied for facilitating classifying data.

Statistical Processing Techniques

Statistical techniques provided by Statistical Package for Social Science (SPSS) appropriate to data nature and the study objectives; and in accordance with the study questions raised, were applied. Such statistical techniques are as follows (Al Sayad, 1992):

1. Apply the internal consistency Cronbach's Alpha to realize the statistical significance of the questionnaire prospective, verify the questionnaire consistency and achieve the study objectives.
2. Apply the descriptive statistics by frequency distribution of data and ratios in order to obtain data-brief scales with the aim of realizing the selective sample prosperities.
3. Apply the Weighted Mean (Average), Standard Deviation on responds of the study sample individuals to the questionnaire sections.
4. Conduct (X^2) test to realize how good the statistical significance (self differences) is in the ratio of applying E-learning technologies by the study sample individuals (students and teaching staff) based on: different college, having computer and use the internet.

Results

The most important results of the present study are:

1. A decrease of the rate of spreading e-learning technologies of both members of the two samples (teaching member staff and male and female students), at King Abdulaziz University in Jeddah.
2. The subjects of the study sample (the teaching staff and students) are using the Internet for educational and personal purposes.
3. The absence of trained, qualified administrative staff to deal with modern technology is considered one of the greatest obstacles affecting the success of the process to apply e-learning from the point of view of the study sample subjects the (teaching staff and male and female students at the university.)
4. The unavailability of PC units at the conference rooms connected to the Internet is considered the most important obstacle for the process of e-learning application at the university.
5. The lack of specialists in e-learning applications has a great impact the success of the process of e-learning at the university.
6. The lack of technical supporters to operate the network is considered one of the challenging obstacles.
7. The absence of rules and regulations related to grant academic and scientific degrees for students of e-learning has an effect upon applying e-learning effectively.

8. The lack of basic supplies to apply the modern technology of education in the educational process through technical labs to produce educational materials, PC network, PC units and connect them to the Internet is considered one of the difficulties in applying the e-learning in the University.
9. The need for funding to support e-learning is one of the obstacles in applying e-learning at university.
10. The inflexibility of rules and regulations, and the lack of response to e-learning requirements have negative effects upon applying e-learning technologies in the university.
11. The difficulties in getting programs in Arabic language are considered an obstacle that has a negative effect on applying e-learning technology at the university.
12. No differences in the statistical indication among using modern technology is due to the differences in the colleges with regard to the teaching members, except the technology of communication with students in the scientific colleges, with a morale indication level of (0.05).
13. The availability of differences that have statistical indications among utilizing modern technologies is due to the difference in colleges with regards to the students, the benefit of scientific colleges in both technology of using international the Internet internationally and using the communication technology with the instructors with a morale indication level of (0.05). No differences in the statistical indication among utilizing modern technologies

- is due to differences in obtaining PC units among those who are own and not own a PC with regards to the teaching staff with a moral indication level of (0.05)
14. Differences that have statistical indications among using modern technologies are due to the difference in obtaining PC units by students who are have PC units for all of the following technologies (CD, internal network, international network "internet", video conferences, PC conferences, communication with the teachers and conversation programs) with a morale indication level of (0.05).
 15. No differences in the statistical indication among utilizing modern technologies is due to differences in using internet network by teaching members except the effective video technology, conversation programs technology for the benefit of those who are not using the Internet with a morale indication level of (0.05).
 16. There are differences in the statistical indication among using modern technologies, and they are due to the difference in utilizing internet network by students with all the following technologies (CD, internal network, international network " Internet", video conferences, communication with the teacher, conversation programs) , for the benefit of those who are using the Internet network with a morale indication level of (0.05).

Recommendations

The study concludes with some recommendations that have been divided into 3 groups as follows:

Recommendations in the Field of Programming and Building Abilities

1. It is necessary to employ internet technology in administrative, academic and scientific activities with different procedures by establishing infrastructure and necessary supplies.
2. Establishing scientific forums on the Internet to enhance the relation between teaching members and students through communication by e-mail to exchange questions and information all through the day, or through communications and discussions with the possibility to indicate e-library hours, so students can contact the teaching staff .
3. Start utilizing the e-technology involving the criteria of the different levels of employment of the teaching and administrative staff.
4. Offering bonuses and awards to students and teaching staff achievements in the field of e-learning technologies, as well as upgrading the educational and experimental subjects through the Internet.
5. Updating one course of the general courses as a requirement for learning and teaching the Internet to students at the university, or establishing training courses

for PC and the Internet as a requirement to be accepted at the university.

6. Providing teaching members and students with the basic skills for how they can deal with modern technology.
7. Providing the chance to both teaching staff and students at the university to attend workshops or participate in conferences and specialized symposiums in the field of e-learning nationally and internationally to avoid their isolation from the scientific development in this field.
8. Benefit from the other countries' experience in applying modern educational technologies at their universities to cope with the scientific and technical modern technology.
9. Conducting comprehensive training for all users of the system (teachers, learners, administrative staff) so as to qualify them in positive management of modern technologies through dispatching missions, or conducting training courses must be obligatory and available free of charge or for low fees inside the university.
10. Improve the teaching member staff's and students' English language skills to facilitate their use of the Internet by conducting courses in coordination with English language departments. This has to be obligatory and free of charge.
11. Providing educational programs for PC in Arabic language for e-learning, as a part of the educational budget.
12. Conducting a campaign for the students aiming at increasing the standards inside the university for the sake of supporting and applying e-learning technology. Internet

network may be used to enhance the government guidance for the necessity of changing work environments at governmental establishments to e-working environments.

Special Recommendations for Developing Infrastructure

1. Establishing a private budget for developing and using modern technologies in the educational process in the university by assigning part of the university's budget for technical development, or through private sectors. This will provide services for that sector such as selecting an area for advertisement at the university, or conducting a training course for some university staff free of charge, or for low fees.
2. It is necessary to provide basic equipment to enter modern technologies in education for educational process as technical labs to produce educational materials, PC networks, providing communication lines, etc, for changing the university technologically through studying effective requirements to apply e-learning technologies according to possibilities, the number of teaching staff, students at each faculty and connecting with internet network.
3. Providing PC units to all students at studying sessions and conferences so as to use the Internet everywhere.

Recommendations in the Field of Administrative Systems and Policies

1. It is necessary to modify all rules and systems and get rid of the old regulations. By doing that, we could avoid traditional educational and regulation systems, and activate modern education systems by including e-learning systems to cope with the evolution.
2. Establish national policies, systems and regulations to guarantee that e-learning students will earn their degrees from official offices, as well as civilian services council and work market.

Study Limits

This study is limited only to survey, place and time limits. This study discusses pointing out of the real situation of spread of applying E-learning technologies by the teaching staff, students and administrative staff at King Abdul-Aziz University as per the point of view of the study two samples; define delays and difficulties face application of such technologies, present the most considerable suggestions to benefit application of such technologies in education and preparation of the teaching staff and students on using E-learning technologies at university.

Place Limits

This study was applied on King Abdul-Aziz University in Jeddah. It is limited to King Abdul-Aziz University as it is one of the first universities to obviously certify such trend, establish a

separate specialized deanship and support departments for this trend. Required efficiencies were attracted; and it started the application stage as such application outcomes started to be noticed.

Time Limits

This study covers a period starts from the time when the researcher began to define the study subject in the 2nd semester of 2005 to the time when he gathered data and collected field information in the 1st semester of 2006/2007.

Suggestions for Future Studies

1. Conducting a case study of a number of successful international samples in the field of e-learning to find similarities with our samples of educational conditions at King Abdulaziz University.
2. Conducting a case study of international universities advanced in utilizing e-learning technology in academic and administrative fields as an ideal solution that should be followed.
3. Suggestions for integrated programs for developing e-learning at the Saudi universities.

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