Master Thesis

UX Model For E-Learning Systems

by

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AUTHORIZATION STATEMENT

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أنا مهند خميس، أفوض جامعة الاسراء للدراسات العليا بتزويد نسخ من رسالتي ورقياً وإلكترونياً للمكتبات أو المنظمات أو الهيئات والمؤسسات المعنية بالأبحاث والدراسات العليا عند طلبها.

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The undersigned have examined the thesis entitled “UX Model For E-Learning Systems” presented by Mohanad Khamees Dhari, a candidate for the degree of Master of Science in Software Engineering and hereby certify that it is worthy of acceptance.

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Dedication

I start my words with the name of God, as he was the reason to the place I have reached today; I thank him for what came to me...

"To my first Role model...

"To the one who taught me success and patience...

"To the one whom I carry my name with all pride...

"To the one who I miss to face difficulties and to have his tenderness...

My beloved father, may God have mercy on him

"To my angel in life...

"To the smile of life and the secret of existence...

"To the meaning of love, compassion and dedication...

"To the one whom her prayers were the secret of my success and her tenderness to heal my wounds ...

"Who taught me and suffered the difficulties to get me to what I am now...

My Dearest mother

"To whom I knew the meaning of life...

"To those closer to me than my soul...

"To the glowing jewels and the shining Diamonds...

"To those whom their presence gave me strength and boundless love...

My brother

"To the owner of the good heart and sincere intentions...

"To the one who stood beside me and planted optimism in my path and gave me assistance...

My Brother Dr.Salwan Alobaidi

Abstract

User Experience (UX) is the key success factor in the software systems. Many E-Learning systems face challenges in their work with UX. A better understanding of these challenges can help Practitioners, Instructors and students better address them in the future. UX challenges increasing day after day. Despite the importance of UX for E-Learning systems, the number of studies that have been conducted to examine the level of acceptance and factors influencing the acceptance of the E-Learning systems in Middle East is very limited. The majority of these studies examined the E-Learning systems against one UX factor or two as maximum. In this context, this research will study the state of the practice currently used in E-Learning systems and investigate the most important success factors that E-Learning systems should have. To achieve this, a surveys among employees and students of Isra University was conducted. A total of 100 questionnaires were distributed through a survey to employees and students of Isra University. The survey involved all levels of employees and students. The survey questions were formulated based on the findings from previous studies. The findings indicate that six success factors determinants, namely, useful, usable, findability, desirable, accessible, and valuable significantly influenced employees and students to use E-Learning system. The results of questionnaire were testes in two ways. The first way is by using SPSS to find the relations between the identified UX factors and the second way by apply an online tool named Sortsite to assess the suitability of the current E-learning system at Isra University versus the identified UX factors. The findings depict that understanding the identified UX factors and the relation between them will help decision makers to identify the reasons for the acceptance or rejection of use E-Learning system among employees and students in the future and finally to support them to enhance the E-Learning system acceptance and usage.

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