A'SHARQIYAH UNIVERSITY
Annual Report

2020/21

ASU ANNUAL REPORT
eLearning Department
2020/21

PREPARED BY	eLearning Department
DATE	(September/2021)
REVIEWED & APPROVED BY	Office of the Deputy Vice Chancellor for Academic Affairs and Research

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Section 1. Executive Summary

A five years plan was drafted to develop ASU eLearning capacity very much pinnacled, as hundred per cent of our courses were running online during the COVID-19 lockdown. Faculty are using the platform in a very progressive and professional rhythm. The past year witnessed huge improvement faculty impressively used the platform to deliver a very engaging and flexible learning experience to allow students to better develop their skills within their domain.

Faculty used varieties of learning and teaching resources, activities, quizzes, assignment, feedback, live video, peer collaboration, online exams, and assessments. This is evidenced by the massive resources we accumulated in our server, and that fact that the entire curses including the assessment were all done online.

International guest speaker from the UK delivered an online workshop to help colleagues to better use Problem Based Learning & assessment as one of the means to maintain the integrity of our online exams.

The department also successfully drafted the eLearning policy and the web policy, which were both approved.

The department also steered the development of staff online portal to manage their profiles, including their publications and collaboration funded projects. The department also steering the development of the university home page and colleges pages as well.

The department also presented a strong case to Oman State Counsel demonstrating the university eLearning capacity and our experience as one of the leading universities in the country to continue delivering our commitments when COVID19 lock-down was first introduced.

The eLearning department will continue delivering workshops and upgrade the platform to ensure that students and faculty are enjoying the experience and benefit from their education while being remote from the university.

Section 2. Vision

To develop A'Sharqiyah university eLearning capacity to deliver a rich, flexible and conducive environment that allow both academics and students to enjoy their teaching and learning process.

Section 3. Objectives and Scope

The eLearning department established to serve the following objectives:
- Building the university eLearning platform
- Build and improve the university distance and blended learning capacity
- Effective presence of approved Virtual Learning Platform for both on-campus and remote students
- Integration of tools and technologies to the eLearning platform to enhance the learning and teaching process
- Improve faculty eLearning capacity
- A flexible and rich blended learning approach
- Maintain up to date technologies to support eLearning delivery

Section 4. Operations

Technical Platform:
Moodle: (Modular Object-Oriented Dynamic Learning Environment) is hosted and managed internally and is the official ASU VLE, where hundred per cent of ASU courses delivered through. Students do have 24/7 access to learning and teaching resources, they can also communicate with their peers and lecturers. Various seminars and workshop were organized to enhance the faculty's technical and pedagogical skills to efficiently use Moodle to deliver the expected learning outcomes. A five years implementation plan was agreed and progressing satisfactorily.

COVID-19 provided an excellent opportunity to accelerate our eLearning capacity building, as we have managed to deliver our spring 2020 courses as 100% distance learning. To facilitate such transformation in a very short time, the eLearning department along with Information technology department worked around the clock to support faculty and students. Furthermore, extensive and focused workshops were delivered to prepare, improve and support faculty to cope with the unplanned move to distance learning mode.

To ensure that the technical platform is resilient and can sustain the traffic, the platform was upgraded to dual servers setting to improve the performance and availability.

To increase the availability of our eLearning platform, Moodle Mobile Application was introduced early spring 2020, which allowed students to download the application from both Apple and Google app stores. There are currently 2398 students accessing Moodle from the mobile application, which reduced the burden on the server and increased the availability.

The Microsoft Teams continued to be the prime live lecturing video application which was introduced to further strengthen our eLearning platform, and to respond to COVID-19 measures implemented by Oman authorities, as they banned students from attending face-to-face education.

In terms of academic work integrity, and to improve both faculty and students writing skills, Turnitin ™ was integrated into the eLearning platform.

Staff Development
The eLearning department continued the delivery of various eLearning workshops to address the needs of the university and the colleagues. The session covered topics such as:
- Effective and efficient use of Moodle, Teams and Turnitin as integral parts of our eLearning platform to deliver rich and flexible blended and distance learning experience.
- Develop learning and teaching materials that are suitable for eLearning.
- Planning and mapping the curriculum, which includes, but not limited to assessments, lesson planning, individualized learning path in a way that supports online delivery.
- Managing students: tracking their progress, collaboration and efficient learning via Moodle.
- Promote collaboration through the effective use of group discussion, forums, blogs, and messaging system.
- Develop faculty pedagogical capacity to deliver rich contents.

The following table details the various workshops and training sessions conducted by the eLearning department to improve faculty eLearning capacity

Date	Topic Covered	Name of trainer	Number of attendees
2021			
01/11/2020	Delivering your exams via Turnitin and Quiz facilities in Moodle	Dr Abdul Hakim	24
03/11/2021	Delivering your exams via Turnitin and Quiz facilities in Moodle	Dr Abdul Hakim	35
02/12//2021	Problem-based Learning: pedagogy for the 21st century	Dr Chris Beaumont	72
29/09/2020	المعايير والضوابط الخاصة بالتعليم الإلكتروني وتأثيرها على العملية التعليمية بالجامعات	Dr Emad Khalifa	35
01/4/2021	Delivering effective online teaching and class management	Dr Abdul Hakim	53
08/6/2021	مجلس الدولة: استضافة واقع السياسات والتشريعات للتعليم عن بعد القائم على التقنية وسبل تطويرها في السلطنة	Prof Fouad & Dr Abdul Hakim	10
Nd	Various 1-2-1 and college focused eLearning sessions were delivered based on the needs	Dr Abdul Hakim	
2020			
06/10/2020	Online assessment through effective use of PBL, CBL and ProBL	Dr Abdul Hakim	29
05/10/2020	Improve your online teaching method through feedback	Dr Abdul Hakim	35
04/10//2020	Managing online learning and teaching Resources	Dr Abdul Hakim	18
29/09/2020	Turnitin assignment	Dr Abdul Hakim	37
22/09/2020	Effective use of MS Teams & Moodle interchangeably for affective learning	Dr Abdul Hakim	51
27/09/2020	Managing distant learners for affective learning and teaching	Dr Abdul Hakim	13
20/09/2020	Effective use of MS Teams & Moodle interchangeably for affective learning	Dr Abdul Hakim	48
11/2/2020	Managing online learning and teaching activities	Dr Abdul Hakim	10
12/2/2020	managing Moodle interface	Dr Abdul Hakim	8

24/3/2020	managing Moodle activities and resources	Dr Abdul Hakim	12
31/3/2020	managing students online	Dr Abdul Hakim	26
31/3/2020	Developing online Quizzes	Dr Abdul Hakim	15
07/4/2020	effective social learning	Dr Abdul Hakim	32
2019			
02/7/2019	Managing Moodle front-end interface	Dr Abdul Hakim	12
02/7/2019	Managing online learning and teaching Resources	Dr Abdul Hakim	15
03/07/2019	Developing online Quizzes	Dr Abdul Hakim	23
04/7/2019 2 sessions	Managing online learning and teaching activities	Dr Abdul Hakim	26
18/4/201 2 sessions	Turnitin assignment for assessments	Dr Abdul Hakim	49
21/4/2019 2 sessions	Online classroom collaboration	Dr Abdul Hakim	52
23/4/2019 2 sessions	Developing online Quizzes	Dr Abdul Hakim	67
25/4/2019	Turnitin assignment for assessments	Dr Abdul Hakim	31
2018			
19/10/2018	Introduction to Online learning in Moodle	Dr Abdul Hakim	17
23/05/2018	Managing Moodle front-end interface	Dr Abdul Hakim	13
24/05/2018	Managing Moodle Assignments	Dr Abdul Hakim	37
24/05/2018	Managing Moodle learning and teaching resources	Dr Abdul Hakim	21
2/05/2018	Managing Moodle front-end interface	Dr Abdul Hakim	19
6/05/2018	Managing Moodle learning and teaching resources	Dr Abdul Hakim	12
7/05/2018	Managing Moodle Assignments	Dr Abdul Hakim	28
8/05/2018	Online classroom collaboration	Dr Abdul Hakim	31
9/05/2018	Turnitin a tool to improve academic writing	Dr Abdul Hakim	41
13/05/2018 2 sessions	Developing online Quizzes	Dr Abdul Hakim	57
14/05/2018	Effective use of Moodle for blended learning	Dr Abdul Hakim	39
15/05/2018	Distance learning management	Dr Abdul Hakim	26

	2017		
24/9//2017	Managing Moodle front-end interface	Dr Abdul Hakim	35
25/9//2017 2 sessions	Managing Moodle Assignments	Dr Abdul Hakim	48
26/9//2017 2 sessions	Managing Moodle learning and teaching resources	Dr Abdul Hakim	52
27/9//2017 3 sessions	Plagiarism detection	Dr Abdul Hakim	72
5/2/2017	Managing Moodle front-end interface	Dr Abdul Hakim	35
6/2/2017 4 sessions	Managing Moodle Assignments	Dr Abdul Hakim	68
7/2/2017 2 sessions	Managing Moodle learning and teaching resources	Dr Abdul Hakim	53
8/2/2017 2 sessions	Plagiarism detection	Dr Abdul Hakim	47
12/2/2017	Managing Moodle front-end interface	Dr Abdul Hakim	35
13/2/2017	Managing Moodle Assignments	Dr Abdul Hakim	27
14/2/2017 2 sessions	Managing Moodle learning and teaching resources	Dr Abdul Hakim	45
15/2/2017	Plagiarism detection	Dr Abdul Hakim	31
	2016		
15/12/2016	eLearning capacity building for Accounting &Finance	Dr Abdul Hakim	6
15/12/2016	eLearning capacity building for Records & archives	Dr Abdul Hakim	2
20/12/2016	eLearning capacity building for FSHN	Dr Abdul Hakim	8
22/12/2016	eLearning capacity building for MIS	Dr Abdul Hakim	3
22/12/2016	eLearning capacity building for Management	Dr Abdul Hakim	6
22/12/2016	eLearning capacity building for Humanities	Dr Abdul Hakim	5
25/12/2016	eLearning capacity building for CoE	Dr Abdul Hakim	8
25/12/2016	eLearning capacity building for Basic Sciences	Dr Abdul Hakim	14
29/12/2016	eLearning capacity building for CLFS	Dr Abdul Hakim	9

The survey (June 2021) result conducted May/June last yielded a reasonable degree of positive amongst students:

[The instructional materials were disseminated using any of educational platforms (Moodle, Email, YouTube, Zoom, Teams, WhatsApp. etc ...). المواد التعليمية للمواد التي ادرسها تم نشرها من خلال كافة/احدى المنصات التعليمية المختلفة للجامعة مثل (المودل، الإيميل، اليوتيوب، الزوم، التيم، الواتس)]			Mean	
Answer	**Count**	**Percentage**		
Strongly Agree موافق بشدة (A1)	159	44.66%	85.39%	
Agree موافق (A2)	145	40.73%		
Neutral محايد (A3)	34	9.55%		
Disagree غير موافق (A4)	11	3.09%		
Strongly Disagree غير موافق بشدة (A5)	7	1.97%		
No answer	0	0.00%		
Not displayed	0	0.00%		
Field summary for q6(SQ002)				
[The Internet speed is relatively good where I live, which allowed me to download learning materials and attend online lectures. سرعة الإنترنت جيدة نسبياً في مكان سكني وسمحت لي بتنزيل المواد التعليمية لمقرراتي الدراسية ومكنتني من حضور المحاضرات عن بعد (متى ما تطلب ذلك).]				
Answer	**Count**	**Percentage**		
Strongly Agree موافق بشدة (A1)	69	19.38%	54.77%	
Agree موافق (A2)	126	35.39%		
Neutral محايد (A3)	73	20.51%		
Disagree غير موافق (A4)	53	14.89%		
Strongly Disagree غير موافق بشدة (A5)	35	9.83%		
No answer	0	0.00%		
Not displayed	0	0.00%		
Field summary for q6(SQ003)				
[I can easily use Moodle and Teams to study remotely أستطيع إستخدام الموودل و التيمز للتعلم عن بعد بسهولة]				
Answer	**Count**	**Percentage**		
Strongly Agree موافق بشدة (A1)	163	45.79%	83.43%	

Answer	Count	Percentage		
موافق Agree (A2)	134	37.64%		
محايدNeutral (A3)	34	9.55%		
غير Disagree (A4) موافق	16	4.49%		
Strongly Disagree غير (A5) موافق بشدة	9	2.53%		
No answer	0	0.00%		
Not displayed	0	0.00%		

[The instructional materials were presented clearly. المواد التعليمية للمقررات التي ادرسها كانت معروضة/مقدمة بشكل واضح ومنظم]

Answer	Count	Percentage		
Strongly Agree (A1) موافق بشدة	103	28.93%	73.03%	
موافق Agree (A2)	157	44.10%		
محايدNeutral (A3)	65	18.26%		
غير Disagree (A4) موافق	19	5.34%		
Strongly Disagree غير (A5) موافق بشدة	12	3.37%		
No answer	0	0.00%		
Not displayed	0	0.00%		

[Distance learning is relatively good compared to face-to-face learning in the university premises. التعلم عن بعد جيد نسبياً مقارنة بالتعليم المباشر داخل الحرم الجامعى]

Answer	Count	Percentage		
Strongly Agree (A1) موافق بشدة	98	27.53%	58.15%	
موافق Agree (A2)	109	30.62%		
محايدNeutral (A3)	59	16.57%		
غير Disagree (A4) موافق	50	14.04%		
Strongly Disagree غير (A5) موافق بشدة	40	11.24%		
No answer	0	0.00%		
Not displayed	0	0.00%		

[I was able to communicate and ask for clarification from my teacher. كان بإمكاني التواصل مع أساتذة المقررات التي أدرسها للمزيد من الاستيضاحات في حال احتجت لذلك.]

Answer	Count	Percentage		

Answer	Count	Percentage		
Strongly Agree موافق بشدة (A1)	99	27.81%	71.07%	
موافق Agree (A2)	154	43.26%		
Neutralمحايد (A3)	63	17.70%		
Disagree غير موافق (A4)	27	7.58%		
Strongly Disagree غير موافق بشدة (A5)	13	3.65%		
No answer	0	0.00%		
Not displayed	0	0.00%		

[I can download leaning and teaching materials via Moodle استطيع تنزيل المواد التعليمية للمقررات عن طريق المودل]				
Answer	**Count**	**Percentage**		
Strongly Agree موافق بشدة (A1)	167	46.91%	88.76%	
موافق Agree (A2)	149	41.85%		
Neutralمحايد (A3)	23	6.46%		
Disagree غير موافق (A4)	10	2.81%		
Strongly Disagree غير موافق بشدة (A5)	7	1.97%		
No answer	0	0.00%		
Not displayed	0	0.00%		

[I can send all course works and assignments via Moodle استطيع ارسال الأنشطة والواجبات عن طريق المودل]				
Answer	**Count**	**Percentage**		
Strongly Agree موافق بشدة (A1)	192	53.93%	91.85%	
موافق Agree (A2)	135	37.92%		
Neutralمحايد (A3)	16	4.49%		
Disagree غير موافق (A4)	4	1.12%		
Strongly Disagree غير موافق بشدة (A5)	9	2.53%		
No answer	0	0.00%		
Not displayed	0	0.00%		

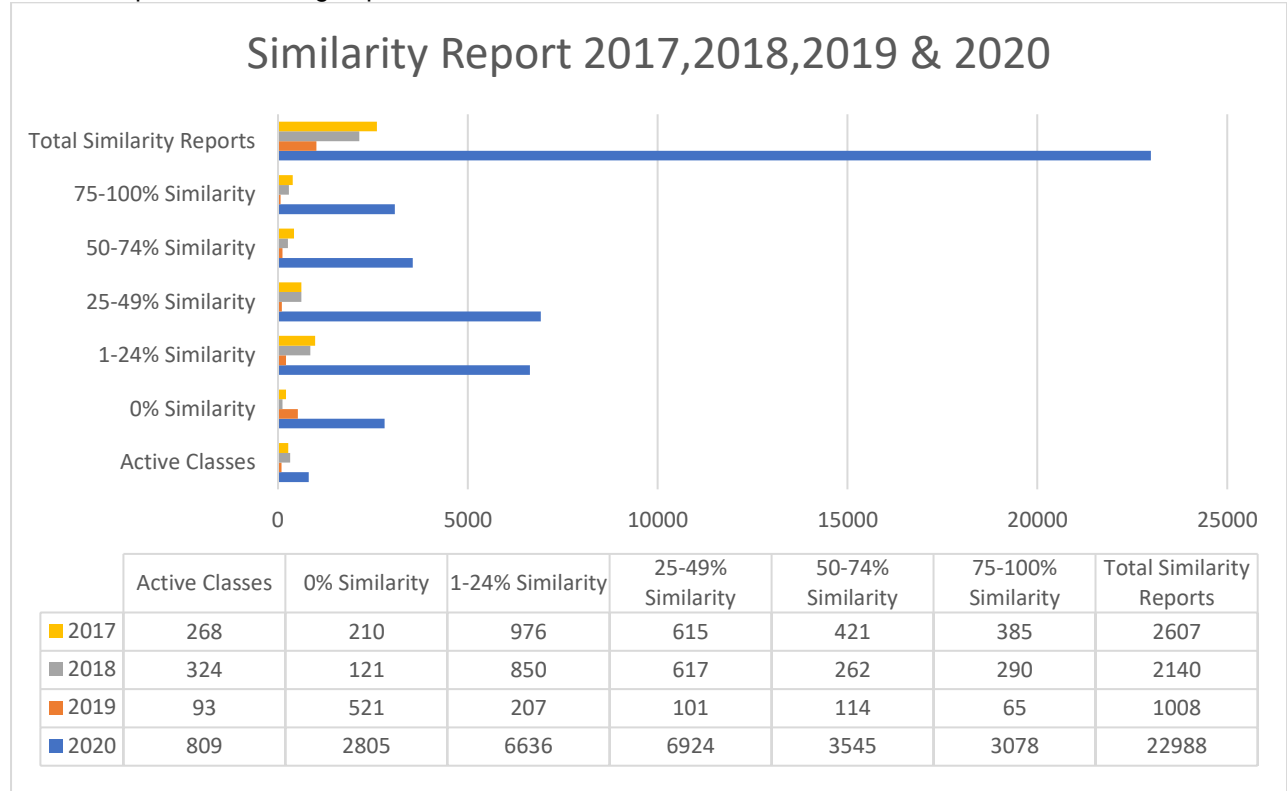| **[The evaluation methods used in the online courses were clear. طريقة التقييم للمواد التى ادرسها عن بعد كانت واضحة]**				
Answer	**Count**	**Percentage**		

Answer	Count	Percentage		
Strongly Agree (A1) موافق بشدة	125	35.11%	73.59%	
Agree موافق (A2)	137	38.48%		
Neutral محايد (A3)	64	17.98%		
Disagree غير موافق (A4)	20	5.62%		
Strongly Disagree غير موافق بشدة (A5)	10	2.81%		
No answer	0	0.00%		
Not displayed	0	0.00%		

[Studying remotely improved my communication skills with my peers.التعلم عن بعد طور مهاراتي في التواصل مع زملائئ]

Answer	Count	Percentage		
Strongly Agree (A1) موافق بشدة	118	33.15%	68.26%	
Agree موافق (A2)	125	35.11%		
Neutral محايد (A3)	53	14.89%		
Disagree غير موافق (A4)	33	9.27%		
Strongly Disagree غير موافق بشدة (A5)	27	7.58%		
No answer	0	0.00%		
Not displayed	0	0.00%		SD
Sum of the means and standard deviation			**74.83%**	**0.083144**

Our plagiarism services data from 2017 to date showed a good progress in term of our service utilization, with steady improvement, however, the percentage of 25-49% is still high at 30% so far for this academic year. Deans have been alerted to work with faculty on this front along with extra session that eLearning will organize.

Similarity Report 2017,2018,2019 & 2020

	Active Classes	0% Similarity	1-24% Similarity	25-49% Similarity	50-74% Similarity	75-100% Similarity	Total Similarity Reports
2017	268	210	976	615	421	385	2607
2018	324	121	850	617	262	290	2140
2019	93	521	207	101	114	65	1008
2020	809	2805	6636	6924	3545	3078	22988

	2020 (Turnitin)	2019 (Unicheck)	2018 (Turnitin)	2017 (Turnitin)
25-49% Similarity	6924 (30.1%)	101 (10%)	617 (28.9%)	615 (23.6%)
50-74% Similarity	3545 (13.4%)	114 (6.5%)	262 (13.6%)	421 (14.8%)
75-100% Similarity	3078 (15.4%)	65 (11.3%)	290 (12.2%)	385 (16.2%)
Total Similarity Reports	22988	1008	2140	2607

The following table shows the progress of our 5 years plan so far:

ASU eLearning 5 Years plan (2017-2021)			
		Goals	Status
Phase 1	The Platform and initial staff training & development		
	2017	• Configuring the server & Installing Moodle.	☑
		• Introduce Moodle to faculties.	☑
		• Train faculties to access their courses in Moodle.	☑
		• Train and support faculties to upload resources into Moodle.	☑
		• Piloting Moodle through selected courses.	☑
Phase 2	Synchronization with A&R system, faculty development and students training		
	2018	• Piloting manual synchronization of Moodle to A&R databases	☑
		• Train students to access and efficiently use Moodle.	☑
		• Train faculties to effectively use **Moodle resources** (File, Folder, Label, Page, and URL).	☑
		• Train faculties to set up assignments through Moodle.	☑

		• Support faculties to upload their learning and teaching materials into Moodle.	☑
		• Support faculties to train students to collaborate through Moodle chat and forum faculty.	☑
		• Moodle first evaluation (usefulness).	☑
Phase 3	3rd faculty development level (flexible and rich contents)		
	2019	• Train faculty to use Moodle's quiz facility.	☑
		• Train faculty to use Moodle's choice facility.	☑
		• Support faculties to set up quizzes effectively through Moodle.	☑
		• Implement Moodle as an ERP service	☑
		• Integrate Moodle to A&R database (**synchronous**)	☑
		• Integrate Plagiarism tool to Moodle	☑
		• Support faculties to train students to submit their assignment through Moodle's Plagiarism facility.	☑
		• Train faculties to effectively use Moodle's Wiki facility.	☑
		• Moodle mobile application development via App and Play stores	☑
		• Moodle second evaluation (productivity).	☑
Phase 4	4th faculty development level: Distance Learning capacity building		
	2020	• Train faculty to effectively use Moodle's survey facility.	☑
		• Full online course delivery (Distance)	☑
		• Train faculty to use TEAMS for Live video lectures	☑
		• Moodle mobile application development via App and Play stores	☑
		• Train faculty to use Turnitin FeedbackStudio ™	☑
		• Effective pedagogical use of Moodle	☑
		• The use of WhatsApp to complement L&T	☑
		• The use of PBL, CBL and ProjBL	☑
Phase 5	Admin staff development		
	2021	• University Admin departments Moodle training.	Replaced by DMS
		• Moodle Third evaluation.	☑
		• Machine Learning to improve L&T	New

The Platform

- Moodle™, TEAMS™, TURNITIN™ and WhatsApp™
- Number of assignments (49128)
- Number of questions in the questions bank (4834912)
- Number of resources in Moodle (27084)
- Number of users with registered mobile devices (4549)

Section 5. Challenges

The cost, rapid development in technologies, outsourcing services and the limited staff in our Information Technology department constitutes the main challenges to achieve our goals.

Currently, the department is running with only one person, which put high pressure on the available resources and the quality we should deliver.