

Usability and User Experience Evaluation Model of Learning Management Systems

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Abstract

The COVID-19 pandemic has disrupted the education system around the world. Universities around the have looked for an optimal alternative to prevent the loss of education. One such system is the online delivery of education using Moodle LMS. It has been used effectively in the developed countries. Furthermore, Moodle has also been integrated in the higher education system of Jordan, but its effectiveness has not be evaluated. This mixed-method study was conducted to determine the user experience of learning on Moodle LMS. This research is based on Moore's Transactional Distance Learning Theory which highlighted four important components that influence the distance learning. These components include interactions of students with instructors, students and course material as well as the personal characteristics of students. A total of 50 participants were recruited from the University of Jordan for this Study who have taken courses on Moodle LMS. Interviews were conducted and a research survey was completed by all the participants. The participants gave an in-depth perception and analysis of their encounter with the Moodle LMS. It was found that participants mostly interacted with the course and found that course design on Moodle LMS was adequate and met their expectations.

This suggest that user friendly course design and better interaction with course material enhances user experience of using Moodle LMS. Furthermore, participants reported some malfunctioning in the Moodle LMS and gave suggestions to optimize the system for better integration in the University of Jordan as an alternative study tool. The participants also reported that Moodle LMS had been a lifesaver in the COVID-19 as it helped them to gain knowledge without attending physical classes' on-campus. Fixing Moodle LMS based on the recommendations of study participants will significantly improve the learning experience of students.

Keywords: COVID-19, Moodle, Moore-theory, user-experience