

UNIVERSITI TEKNOLOGI MARA

THE EFFECTIVENESS OF LEARNING
MANAGEMENT SYSTEM (LMS)

CASE STUDY OF OPEN UNIVERSITY
MALAYSIA (OUM)

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ABSTRACT

Learning Management System provides an integrated platform for content, delivery and management of learning as well as accessibility by a range of users that may include learners, content creators and administrators. Open University Malaysia, the seventh private university in Malaysia that fully operated as an Open and Distance Learning environment had successfully implemented the LMS to ease the learning process of their students as well as their administrators. Although LMS is an important element in OUM, most of the students do not fully utilize the system to support for online submission of course works and discuss any matters in discussion board or online discussion as well as to self-evaluate their performance in learning. They tend to do all those things manually such as discuss any subject with face to face meeting with their peers and tutors, they prefer to have paper based tests rather than online quizzes and so on. These factors contribute a major reason why the LMS is not used effectively.

This paper is measuring the effectiveness of Learning Management System of Open University Malaysia by testing the LMS done by three categories of users which are novice, knowledge intermittent and expert users along with the distribution of hundred set of questionnaires to randomly selected users in order to collect data regarding the effectiveness of OUM' Learning Management System. The paper gave an outline deployment model of SCORM which is the standard e-learning compliance that used in web-based learning in open and distance learning environment.

The findings and result of this survey and testing is discussed by showing the details data collected as well as the graphs to prove the results found. It also discusses some of the other technical and usability issues, which need to be considered, and how these might drive the tailoring of the vital usability criteria required. The potential benefits and recommendations of Learning Management System are also considered.