CUSTOM ONLINE COURSE EVALUATION FOR IT MASTER PROGRAM AT UUM

KHALID MOFTAH ABDULHAFID DABOB

UNIVERSITI UTARA MALAYSIA

2008

CUSTOM ONLINE CURSE EVALUATION FOR IT MASTER PROGRAM AT UUM

A Thesis submitted to the college of arts and sciences in Partial Fulfillment of the requirements

For the degree Master of Science (Information and communication technology)

Universiti Utara Malaysia

BY

KHALID MOFTAH ABDULHAFID DABOB

KOLEJ SASTERA DAN SAINS
(College of Arts and Sciences)
Universiti Utara Malaysia

PERAKUAN KERJA KERTAS PROJEK
(Certificate of Project Paper)

Saya, yang bertandatangan, memperakukan bahawa
(I, the undersigned, certify that)

KHALID MOFTAH ABDULHAFID
(88988)

calon untuk Ijazah
(candidate for the degree of) **MSc. (Information Communication Technology)**

telah mengemukakan kertas projek yang bertajuk
(has presented his/her project paper of the following title)

CUSTOM ONLINE COURSE EVALUATION FOR IT MASTER PROGRAM AT UUM

seperti yang tercatat di muka surat tajuk dan kulit kertas projek
(as it appears on the title page and front cover of project paper)

bahawa kertas projek tersebut boleh diterima dari segi bentuk serta kandungan dan meliputi bidang ilmu dengan memuaskan.
(that the project paper acceptable in form and content, and that a satisfactory knowledge of the field is covered by the project paper).

Nama Penyelia Utama
(Name of Main Supervisor): **DR. KANG ENG THYE**

Tandatangan
(Signature) : _____

Tarikh
(Date) : 18/11/2008

PERMISSION TO USE

In presenting this thesis in partial fulfillment of the requirements for a postgraduate degree from Universiti Utara Malaysia, I agree that the University Library may make it freely available for inspection. I further agree that permission for copying of this thesis in any manner, in whole or in part, for scholarly purpose may be granted by my supervisor or, in their absence by the Dean of the college of arts and sciences. It is understood that any copying or publication or use of this thesis or parts thereof for financial gain shall not be allowed without my written permission. It is also understood that due recognition shall be given to me and to Universiti Utara Malaysia for any scholarly use which may be made of any material from my thesis.

Requests for permission to copy or to make other use of materials in this thesis, in whole or in part, should be addressed to

Dean of the college of arts and sciences.

Universiti Utara Malaysia

06010 UUM Sintok

Kedah Darul Aman.

ABSTRACT

Online evaluation is a way to evaluate the performance of the semester courses by students. The evaluation process is taken its vitality from being benchmark for the performance, during the current duration and the next ones. The selected respondents focus on MSC IT program in UUM. The research methodology is object-oriented approach to identify user requirements and system development. In this paper will be focused on four phase to achieve aim of this study: analysis, design, prototyping and testing. In the last phase usability testing using in depth interview will be conducted among selected international students of applied sciences faculty.

ACKNOWLEDGMENT

By the name of Allah, the most Gracious and the most merciful

First, I would like to express my appreciation to Allah the most merciful and, the most compassionate that has granted me the ability and willing to start and complete this study. I do pray to his greatness to inspire and enable me to continue the work for the benefits of humanity.

My most profound thankfulness goes to my supervisor Dr.Kang Eng Thye for his scientifically proven and creativity encouraging guidance.

Finally would like to thank all my dearest family members, especially Dad, Mum, and my great brothers and sisters. To my lecturers and friends who give me emotional support during my study

TABLE OF CONTENTS

LIST OF TABLES

LIST OF FIGURES

REFERENCES

Anderson, H. M., J. Cain, et al. (2005). "Online Student Course Evaluations: Review of Literature and a Pilot Study." American Journal of Pharmaceutical Education **69** (1).

Arreola, R. A. (2000). "Developing a comprehensive faculty evaluation system." second. Retrieved aug 20, 2008, from http://faculty.csuci.edu/sean.anderson/Media/SETE_PDFs/Arreola_CEIQ_Form.pdf.

Arrington, C. T. (2001). Enterprise java with UML. USA. New York, John Wiley & sons.

Arrington, C. T. and S. Rayhan (2003). Enterprise Java with UML. Indianapolis Wiley.

Arubayi, E. A. (1987). "Improvement of Instruction and Teacher Effectiveness: Are Student Ratings Reliable and Valid?" Higher Education **16**(3): 267-278.

Astin, A. W., T. W. Banta;, et al. (2003). "9 Principles of Good Practice for Assessing Student Learning " Retrieved Aug 7, 2008, from http://celt.ust.hk/obe/links/references/9_Principles.pdf.

Bahrami, A. (1999). Object oriented systems development using the unified modeling language. USA, McGraw-Hill.

Bentely, S. (2007). "Design of Mobile Services Supporting Knowledge Processes on Building Sites." Digital Object Identifier 10 - 10.

Brown, D. (2002). An introduction to object-oriented analysis objects and UML in plain English, New York John Wiley.

Campbell, C. P. (1998). "Training course/program evaluation: principles and practice." Journal of European Industrial Training **22**(8): 323-344.

Cashin, W. E. (1990). Student Ratings of Teaching: The Research Revisited. IDEA Paper No. 32, Kansas State Univ., Manhattan. Center for Faculty Evaluation and Development in Higher Education: 10.

Cavalier, R. and Philosophy. (2006). "Results of Deliberative Poll on Faculty Course Evaluations." Retrieved aug 5, 2008, from http://caae.phil.cmu.edu/cc/polls/sep06/report/FCE_CC_FinalReport.pdf.

Cavusgil, S. T. and A. Das (1997). Methodology issues in cross-cultural sourcing research - a primer. . Marketing Intelligence & Planning. **15:** 213-220.

Cruse, D. B. (1987). "Student Evaluations and the University Professor: Caveat Professor." Higher Education **16**(6): 723-737.

Dennis, A., B. H. Wixom, et al. (2006). Systems analysis design. USA.Hoboken:, John Wiley & Sons.

Donovan, J., C. E. Mader, et al. (2006). "Constructive student feedback: Online vs. traditional course evaluations." Interactive Online Learning **5** (3): 1541-4914.

Edwards and Perry (1993). Systems analysis and design. New York McGraw-Hill.

Evans, J. R. and A. Mathur (2005). "The value of online surveys." Internet Research **15**(5): 195-219.

Gapp, R. and R. Fisher (2006). "Achieving excellence through innovative approaches to student involvement in course evaluation within the tertiary education sector." Quality Assurance in Education **14**(2): 156-166.

Gary, W., Hansen, et al. (1996). Database management and design. New Jersey Prentice Hall.

George, J. F., D. Batra, et al. (2004). Object-Oriented systems analysis and design. New Jersey.

Goldschmid, M. L. (1978). "The Evaluation and Improvement of Teaching in Higher Education." Higher Education **7**(2): 221-245.

Greenwald, A. G. and G. M. Gillmore (1997). "Grading Leniency Is a Removable Contaminant of Student Ratings." Amencan Psycholog **52**(11): 1209-1217.

Hakimzadeh, H. and L. Williams (November 5-8, 2006). IU-EVAL: An Electronic Course Evaluation System. SIGUCCS'06 Edmonton, ACM, Alberta, Canada, ACM.

Handwerk, P. G., C. Carson, et al. (2000). On-Line vs. Paper-and-Pencil Surveying of Students: A Case Study. AIR 2000 Annual Forum Paper. Cincinnati, OH: 19.

Haskell, R. E. (1997). "Academic Freedom, Tenure, and Student Evaluation of Faculty: Galloping Polls In The 21st Century." A peer-reviewed scholarly electronic journal. **5**(6).

Herbert W, M. (1987). "Students' Evaluations of University Teaching: Research Findings, Methodological Issues, and Directions or Future Research." Internatiopnal Educational Research **11**(whole): 253-387.

Hess, M., A. E. Barron, et al. (2005). From the Learners' Eyes:Student Evaluation of Online Instructi. the National Educational Computing Conference, Philadelphia, Pennsylvania.

Hmieleski, K. and M. V. Champagne. (2000, Agu15,2008). "Plugging in to Course Evaluation." Retrieved Agu15, 2008, from http://technologysource.org/article/plugging_in_to_course_evaluation/.

Kang, M., K. Asakimori, et al. (2005). Automated Text Clustering System on Responses to Open-ended Questions in Course Evaluations. ITHET 6th Annual International Conference, Juan Dolio, Dominican Republic.

Kasiar, J. B., S. L. Schroeder, et al. (2002). "Comparison of Traditional and Web-Based Course Evaluation Processes in a Required, Team-Taught Pharmacotherapy Course." American Journal of Pharmaceutical Education **66**.

Kifer, M., A. Bernstein, et al. (2006). Database systems : an application-oriented approach Boston : Pearson/Addison-Wesley.

Krajewski, S. and D. Pike (2005). Student Evaluation of Courses: Kicking and Screaming into the 21st Century. The Conference on Innovations in the Scholarship of Teaching and Learning at the Liberal Arts Colleges, Northfield Minnesota.

Kulak, D. and E. Guiney (2004). Use cases : requirements in context USA Boston.

Larsson, A. E., M. Amirijoo, et al. (2007). What impacts course evaluation. 12th annual SIGCSE conference on Innovation and technology in computer science education Dundee, Scotland, United Kingdom., ACM.

Layne, B. H., J. R. DeCristoforo, et al. (1999). "Electronic versus traditional student rdings of instruction." Research in Higher Education **40**(2): 221-232.

Lefever, S., M. Dal, et al. (2006). "Online data collection in academic research: advantages and limitations " British Journal of Educational Technology **38**(4): 574–582.

Lovric, M. (2006). "Traditional and web-based course evaluations – comparison of their response rates and efficiency." Retrieved july 10, 2008, from http://www.balkanprojectoffice.scb.se/Paper%20Miodrag%20Lovrich_University%20of%20Belgrade.pdf.

Magdziarz, S., K. Watty, et al. (2006). "Developing a scholarly approach to the valuation of assessment practices." Asian Review of Accounting **14**(1/2): 24-36.

Marakas and G. M (2001). Systems analysis and design : an active approach Upper Saddle River, Prentice-Hall.

Matz, M. (1999). Administration of web versus paper survey:Mode Effects and Response Rates. Faculty of the School of Information and Library Science. Chapel Hill, North Carolina. **Master of Science in Library Science:** 86.

McBean, E. A. and S. Al-Nassri (1982). "Questionnaire Design for StudentMeasurement of Teaching Effectiveness." Higher Education **Vol. 11, No. 3** . : 273-288.

McCormick, R., J. Burge, et al. (1981). Educational Studies : A Third Level Course Curriculum Evaluation and Assessment in Education Institutions. Walton Hall,Milton Keynes, Open University Press.

McGourty, J., K. Scoles, et al. (2002). WEB-BASED COURSE EVALUATION: COMPARING THE EXPERIENCE AT TWO UNIVERSITIES. 32nd ASEE/IEEE Frontiers in Education, Boston, MA, IEEE.

McGourty, J., K. Scoles, et al. (2002). Web-Based Student Evaluation of Instruction:Promises and Pitfalls. 42nd Annual Forum of the Association for Institutional Research, Toronto, CA

Mehlinger, H. D, et al. (1970). The Use of "Formative" and "Summative" Evaluation in an Experimental Curriculum Project: A Case in the Practice of Instructional Materials Evaluation. Minneapolis, Minnesota, Indiana Univ., Bloomington. High School Curriculum Center in Government: 16.

Payne, D. A. and A. M. Hobbs (1979). "The Effect of College Course Evaluation Feedback on Instructor and Student Perceptions of Instructional Climate and Effectiveness." Higher Education 8(5): 525-533.

Poon, W.-C., K. L.-T. Low, et al. (2004). "A study of Web-based learning (WBL) environment in Malaysia." The International Journal of Educational Management **18**(6): 374-385.

Rößling, G. and B. Freisleben. (2000). "Automating Online Course Evaluations Over the WWW" Retrieved sep 2, 2008, from www.ahrgr.de/guido/publications/EDMedia2000.pdf.

Sanders, L. and D. Tougaw (2005). Integration of a New Course Evaluation Tool into a Comprehensive Departmental Assessment Plan. 35th ASEE/IEEE Frontiers in Education Conference, Indianapolis.

Scoles, K., N. Bilgutay, et al. (2000). "A New Course Evaluation Process." IEEE TRANSACTIONS ON EDUCATION **43**(2).

Scolex, K., N. BiEgutay, et al. (1999). A New Course Evaluation Tool for ABET 2000. 2gth ASEEilEEE Frontiers in Education Cnnference, San Juan, Puerto Rico.

Skattor, B. (2007). "Design of Mobile Services Supporting Knowledge Processes on Building Sites." (1): 10-10.

Suh-Pyng Ku (2003). Marshall Online Teaching Evaluation System. The USC Academic Senate. **4(1)**.

Thorpe, S. W. (2002). "Online student evaluation of instruction: An investigation of non-response bias." 42nd Annual Forum for the Association for Institutional Research.

Threlkeld, R. (2005). The Online Course Evaluation Project (OCEP). 21st Annual Conference on Distance Teaching and Learning, Madison, Wisconsin.

Veenendaal, E. V. (1998). Questionnaire based usability testing. European Software Quality Week, Brussels.

Volery, T. and D. Lord (2000). "Critical success factors in online education." International Journal of Educational Management **14**(5): 216-223.

Walters, J. L. (2005). ONLINE EVALUATION SYSTEM. Computer Science. Akron, University of Akron. **Master of Computer Science:** 44.