

LETTER OF RECOMMENDATION

A) Nominee information

Organization name: King Faisal University

Organization type: Government Educational Organization

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B) Electronic services scale evaluation

For each electronic service identified below, circle the number to the right that best fits your judgment of electronic services provided by the nominee.

Electronic services provided by nominee	Scale				
	P o o r		G o o d		E x c e l l e n t
1. Administrative and Financial Services	1	2	3	4	5
2. Student Services	1	2	3	4	5
3. Library Services	1	2	3	4	5
4. Mobile Services	1	2	3	4	5
5. E-Learning and Distance Education Services	1	2	3	4	5
6. University Councils Management Services	1	2	3	4	5
7. Faculty Members and Employees Services	1	2	3	4	5
8. Overall portal website	1	2	3	4	5

C) Extra information

List all strengths and vulnerabilities in the electronic services provided by the nominee, and also mention any other info you see it is important to evaluate the nominee.

We see that all electronic services provided by KFU are customer focused, as they help the students and faculty members to get involved in the educational process more faster, easier, and interactive.

Regarding the vulnerabilities, We see that single sign-on feature according to the user identity is not activated for all services provided in the e-campus, But we can consider the idea of integrated e-campus is the first step for making single sign-on, We see it is not a weak point, And we believe that KFU is capable to cover this point in the soonest future.

In integrating modern technology with the requirements of students in the twenty-first century, KFU have created an electronic student system, known as the student portal. This electronic system is unique in that it is tailored to best suit the needs of our students. Students can access electronic courses as well as recorded lectures, slides, files, and a library. Forums are available enabling students to communicate with instructors as well as fellow students. They also have the opportunity to personally interact with their instructors online. KFU is focusing to meet students' demands and needs regionally, nationally, and internationally while keeping KFU's electronic infrastructure updated with the most modern technology by highly skilled personnel.

D) Nomination

What is the nominator's opinion regarding the nominee's project? And what to recommend for the award committee?

We are proud to nominate KFU to the United Nations award, The concept of the project is actually tremendous, where the technical team in KFU used all the resources optimally to output this project.

We consider that the concept of the "3D virtual service portal" is a great idea, because KFU was the leader government agency in Saudi Arabia and the gulf area in applying this project which it ensures all government transactions, and communications between citizen and government agency could be done online even if the citizen wants to communicate using video chatting with the employee whom providing the service.

In addition to this, We also highly recommend the e-learning and distance education Services provided by KFU for the award, These services include: (live sessions, filling out answer sheet, blackboard virtual learning system, academic calendar and programs, online training, registration and admission, schedule for exams, exam placement, password reset, tuition payment, Saudi digital library).

We advise the award committee to request a demo account to test all services provided by KFU,

and we recommend to consider this project as a case study and share it as a best practices between Saudi universities.

E) Nominator contact information

Nominator name: Ron Devenport

Designation: Contracts Manager

Organization name: Blackboard Inc.

Organization type: eLearning Solutions Provider

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Date: 28 January 2014

Signature and official seal:

