

# Learning Performance During COVID 19 from the Perspectives of the University of Sharjah Graduates

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## Abstract

This study aimed to identify the reality of the performance of the education process during the Corona pandemic from the point of view of the graduates of the University of Sharjah in the city of Sharjah, and the study sample consisted of (102) students from the graduates of the University of Sharjah, and to achieve the objectives of the study, the study tool (questionnaire) consisting of (20) items was prepared, and honesty and stability were verified. The study found that the degree of reality of the performance of the education process during the Corona pandemic from the point of view of graduates of the University of Sharjah in the city of Sharjah was high, with an arithmetic mean of (3.76) and a standard deviation of (0.615). The study came out with recommendations, the most important of which are: Disseminating the experiences of private universities that successfully overcame difficulties during the distance education process during the Corona pandemic period.

**Keywords:** University Administration, Distance Education, Corona Pandemic.

## Introduction

Since the declaration of independence in 1971, the United Arab Emirates has paid attention to the educational process, and has developed plans and strategies that enabled it to reach the level it has reached now, in addition to the continuous updates that required benefiting from global experiences, which made these strategies in continuous change and continuous modernization, to try to reach global leadership and continuous competition.

The educational process faces many challenges, as it requires keeping pace with the changes taking place in the educational field, as the process of change in the educational field requires its leaders to adopt an approach that can positively affect every aspect of the educational institution (Green, 2017). Educational leaders are fully aware of every aspect of the educational process, as well as educational strategies that help overcome obstacles resulting from the continuous changes in educational institutions (Ali, 2013).

The first public university in the UAE is the United Arab Emirates University, which was established in 1976 ([www.uaeu.ac.ae](http://www.uaeu.ac.ae)), and the first private university established in the Emirate of Abu Dhabi under the name of Al-Khwarizmi International College in 1985 ([www.kic.ac.ae](http://www.kic.ac.ae)), and the university educational process in the United Arab Emirates has gone through successive obstacles, the most important of which are financial resources, the latest of which is the Corona pandemic, which had a great impact on the educational process. Various countries, including the United Arab Emirates, have relied on distance education, as a means of continuing the educational process, and for students, including students of higher education, to continue receiving their education to ensure their scientific future (Fadila, 2023).

The presence of a conscious and understanding university educational administration, aware of the environmental challenges surrounding it in the educational field, will help achieve the desired results for these universities, and the readiness of university administrations for any events and emergencies that threaten the educational process must be highlighted.

This study reviewed the reality of the performance of the education process during the Corona pandemic from the point of view of the graduates of the University of Sharjah in the city of Sharjah, in response to the dictates of the current conditions in the university education sector, and the need to develop organized strategies to face the crises that the university educational process is going through.

### **Study Problem and Questions**

The university administration is the important link in universities, and it sets plans towards excellence, in addition to playing an important role to achieve its goals, and this requires the development of strategies to achieve its excellence and ways to deal with any obstacles facing the educational process, in line with scientific changes and developments, provided that these strategies are applied according to controls and foundations that it deems necessary and binding for workers and students to achieve excellence and leadership.

The researcher's endeavor to identify the reality of the performance of the education process during the Corona pandemic from the point of view of graduates of the University of Sharjah in the city of Sharjah, came as a result of what he sees in the field of higher education, and a complement to what came from studies and research that sought to show the role of government university departments to achieve excellence and leadership.

The obstacles facing universities that came in previous research and studies need to be explained and clarified, in order to suit the changes that have occurred in the higher education community in general and on private universities in particular, in addition to the fact that the technological and technical development of educational technology in some private universities has become not keeping pace with the changes and technological development and environmental variables according to the researcher's point of view, and must be modified to keep pace with current developments.

The problem of the study is to answer the following questions

- 1- What is the reality of the performance of the education process during the Corona pandemic from the point of view of graduates of the University of Sharjah in the city of Sharjah?

- 2- What is the degree of difficulty in performing the education process during the Corona pandemic from the point of view of graduates of the University of Sharjah in the city of Sharjah?

### **Objective of the Study**

This study aimed to identify the reality of the performance of the education process during the Corona pandemic from the point of view of the graduates of the University of Sharjah in the city of Sharjah, and to know the statistically significant differences in the responses of the members of the study sample, about the way the university administration dealt with the Corona pandemic.

### **The Importance of the Study**

In light of the rapid and increasing global changes, the rapid development in educational technology, and the excellence in various means of education, it was necessary to shed light on what will happen in the future, and to prepare for it with the hopes and ambitions of man, and that whoever ignores the events around him in all fields must be isolated from the world, so looking with an insightful eye and thoughtful ideas will bear fruit in the near term, and this study comes "The reality of the performance of the education process during the Corona pandemic from the point of view of University of Sharjah alumni in Sharjah considered "in response to this importance.

It is hoped that the following entities will benefit from the results of this study:

- Higher education officials in the United Arab Emirates.
- Administrations of public and private universities and members of the administrative and teaching staff therein.
- To understand and reconsider the programs, plans prepared and strategies in private universities and redirect them to the right path.
- This study should add a new reality to the ways and methods of facing sudden obstacles in private and government university administration, which would develop the educational learning process in the field of higher education.
- This study should benefit researchers and those interested in the field of strategy development, and be a reference for them.

### **Study Terminology**

The study defines the following terms

University administration: Hobeishi (2005) defined it as "the leadership entrusted with the responsibilities of achieving the university's goals of raising citizens, conducting, encouraging and directing scientific research to serve the community, contributing to the advancement of knowledge, science, literature and arts, and strengthening scientific and cultural ties with universities and scientific bodies inside and outside the country."

Distance education: defined by UNESCO as "the process of transferring knowledge to the learner at the place of residence or work instead of the learner's transfer to the educational institution, and it is based on the communication of knowledge, skills and educational materials to the learner through different technical media and methods, where the learner is far or separate from the teacher or the educational process, and technology is used in order to fill the gap between each of the two parties in a way that simulates face-to-face communication" (<https://en.unesco.org>).

Procedurally defined as the process of transferring information and knowledge from the direct form to the available means of technology in a direct way, to communicate information to its recipient.

Corona pandemic: "Damage and the declaration of a state of emergency resulting from the Corona virus, an unexpected virus that caused the disease ranging in severity from the common cold to more severe diseases such as Middle East respiratory syndrome, which is a deadly infectious disease" (Radwan, 2020).

Corona pandemic (procedural): The researcher means the damage resulting from the outbreak of the Corona virus, which had a significant impact on the continuation of the university educational process remotely in the United Arab Emirates.

### **Limitations of the Study**

Human Determinant: University of Sharjah graduates in 2021 and 2022.

Spatial Determinant: University of Sharjah in Sharjah.

Timeline: 2023

This presentation included the theoretical literature and previous studies related to the subject of the study as follows

First: **Theoretical literature**

The theoretical literature included topics related to the concept of educational administration, university administration, private university education, university excellence and facing challenges. Then the previous Arab and foreign studies related to the subject of the study, which were presented according to their chronology from the oldest to the most recent and as follows:

#### *The concept of educational administration*

Educational administration is a branch of administration, which emerged as an independent science in (1946), and was mentioned by Atwi (2004) as a set of processes and procedures according to a certain pattern, harnessing material and human energies to achieve the required goals, and activate the role of educational institutions in society within a comprehensive educational framework. Educational administration has been defined as a necessity and an urgent need in contemporary society, as good management is a prerequisite for good education, and it works to raise the level of performance, and seeks to succeed Work and mastery, raise the morale of the institution's employees, increase their productivity, and unite their efforts in order to achieve the desired educational goals ([www.mawdoo3.com](http://www.mawdoo3.com)). Abboud (1992) defined educational administration as the body that cares about the activity and development of the individual, in light of communication with his family and the environment in which he lives, to achieve the required educational goals.

We conclude from the above that the educational administration is the educational administrative body that prepares educational plans to show an educated generation, and sets standards and foundations for the selection of qualified people, including teachers and administrators, to deliver information and knowledge to students in an easy and easy time and an in-depth understanding of the idea and knowledge, and these ideas and information are in line with the state's policy and the goals it has set to raise the generation in line with sound ideas.

*The concept of university administration*

University administration: It is an administrative unit consisting of a group of individuals linked by an organized relationship according to an organizational structure that seeks to achieve and achieve goals (Zaidiyin, 2013). Hobeishi (2005) defined it as an integrated process implemented by specialized leaders and those who have experience in university administration from qualified employees, and its policy is to draw strategies, develop plans and programs to reach goals and achieve goals through the functions assigned to its employees. Saeed Salman, President of Ajman University of Science and Technology, said that the university administration: It is an administrative authority with a comprehensive vision that seeks to reach the university of the future, through a comprehensive creative environment, achieving outstanding results that encourage continuity and prosperity, and evaluating business to reach quality ([www.ajman.ac.ae](http://www.ajman.ac.ae)).

We conclude from the previous definitions that the university administration is a higher authority in the university, whose affairs are conducted according to strategies set by the higher authorities, to achieve the goals and reach the desired results to serve the community, and to achieve excellence among universities in the field of higher education.

*Private University Education*

Private university education participates alongside public university education, just as some government sectors have been privatized, so the private sector has been allowed to enter university education, as the number of learners and the requirements of society require governments to make room for private university education (Hassan and Al-Ajmi, 2008, 103). Private universities need to integrate with public universities to exchange experiences, achieve quality education, and face and overcome challenges (Sabri, 2007, 417). The best evidence of the need for cooperation is what happened during the Corona pandemic, which prompted everyone to cooperate to overcome this stage and ensure the continuity of the educational process. We give an example of the University of Sharjah, which is "A private UAE university and an independent scientific body with legal personality with financial and administrative independence located in the University City of Sharjah in the United Arab Emirates, It was established in October 1997 by the Ruler of Sharjah, Sheikh Sultan bin Muhammad Al Qasimi, by Law No. 1997. An innovative and world-class institution for teaching, learning and research, providing an inspiring, creative and supportive environment" (<https://universitycity.gov.ae>).

**Distance Education**

Distance education can be defined as that education enhanced by multiple technical means, to ensure the delivery of information to students through dual communication between the teacher and the learner, if it is organized from within the educational institution to provide the educational material, and through a specific program (Bakr, 2000, 16). Distance education has become a widespread phenomenon, and it is seen as a way to bring distances closer, instead of the learner moving to the teacher according to his place, and this has been helped by the presence of technological development, and the availability of its programs that help the transfer of information from the teacher to the learner, and the names of this type of education have varied such as: distance education, open education, e-learning, and virtual education (Assaf, 2017, 103). The need for this type of education comes from increasing the number of students enrolled in higher education, overcoming the obstacles and disadvantages

related to traditional education, increasing the number of Internet users as well as students, emerging benefits of distance education, and increasing technology investments in society (Al-Mahdi, 2008, 24-28).

### *Facing challenges*

Each institution goes through periods of excellence and success, and on the other hand, this success passes through challenges that require these institutions to face and overcome these challenges, and universities as educational institutions faced the continuation of the educational process during the Corona pandemic.

The Corona crisis took educational institutions by surprise, which opened the door to many bets, including engaging in the digital education system, bridging the gap to catch up with the huge information revolution and breaking the isolation of societies (Saadawi, 2020, 73). Many programs emerged during the Corona pandemic to provide free services through their platforms, which helped to continue the educational process (home) at the level of schools and universities, and also pushed people to specialize in e-learning, which will direct governments to pay attention and funding research and artificial intelligence (Al Hammadi, 2021, 345).

Distance education has become imperative along with direct education within universities, which opens the way for its adoption and official recognition in all ministries of education and higher education, especially in the Arab countries.

### **Previous Studies**

Previous studies related to the performance of the education process during the Corona pandemic were identified, and the studies were divided from the oldest to the newest, as follows:

The surgeon's study (2020) was entitled The Reality of E-Learning in the Distance Learning Program in Light of the Emerging Corona Pandemic "Covid 19 "from the point of view of students in Jordan between theory and practice, and this study aimed to identify the reality of e-learning in the distance learning program in light of the emerging Corona pandemic "Covid 19 "From the point of view of students in Jordan between theory and practice, the study sample reached (1200) male and female students, and the researcher used an electronic questionnaire to collect data, and the results came with the importance of using e-learning in distance learning programs, and that there are difficulties that prevent the use of e-learning in distance learning programs.

The study of MAMKG (2021) aimed to identify the degree to which public school teachers possess digital learning skills and their attitudes towards using it in light of the Corona pandemic, which was entitled The degree of possession of digital learning skills by public school teachers and their attitudes towards using it in light of the Corona pandemic, and the study sample consisted of 315 teachers, and the researcher used the study tool (questionnaire) to collect information, and the result of the study was that the degree of possession of public school teachers of digital learning skills and their attitudes towards using it in light of the Corona pandemic came to a high degree.

As for Miqdadi's study (2021), it was entitled Measuring the organizational reputation of Yarmouk University during the transition to distance education in light of the Corona pandemic from the point of view of the participating parties, and the study aimed to identify The level of organizational reputation of Yarmouk University during the transition to distance

education in light of the Corona pandemic from the point of view of the participating parties, and the study sample reached 413 students and 120 faculty members, and the researcher used the study tool (questionnaire) to collect information, and the result of the study was that the level of organizational reputation of Yarmouk University during the transition to distance education in light of the Corona pandemic from the point of view of the participating parties came with an average estimate.

Salah El-Din's study (2021) aimed to identify the level of educational challenges and ways to face them among the principals and principals of secondary public schools in the northern directorates of the West Bank in light of the Corona pandemic from their perspectives, which was entitled The level of educational challenges and ways to confront them among principals and principals of secondary public schools in the northern directorates of the West Bank in light of the Corona pandemic from their perspectives, and the study sample reached 427 principals, and the researcher used the study tool (questionnaire and interview) to collect information, and the result of the study was that The level of educational challenges and ways to face them among the principals of public secondary schools in the northern West Bank districts in light of the Corona pandemic from their perspectives was great.

As for Abu Hammad's study (2021), it was entitled Problems facing Giza District teachers in distance learning, and the level of support provided by the Directorate of Education to them in light of the Corona pandemic, and the study aimed to identify the problems facing Giza District teachers in distance learning, and the level of support provided by the Directorate of Education to them in light of the Corona pandemic, and the study sample consisted of (435) teachers, and the researcher used the study tool (questionnaire) to collect information, and the results of the study showed that the problems Facing the teachers of the Giza Brigade came high.

The study of Shada and Kair (2021) Chadda&Kaur To study the impact of the Corona virus epidemic on health, economy and education in India, and the study was entitled Corona pandemic and virtual classrooms: a case study of students in Punjab, and the study sample reached (200) graduate students, and the researcher used the study tool (questionnaire) to collect information, and the result of the study was that there are difficulties in moving from the normal method of education to the method of distance learning, due to the availability of information technology infrastructure for some students and others not.

Kazim's (2021) study was entitled The reality of distance education in international universities in light of the pandemic

Corona from the point of view of students and faculty members, and the study aimed to identify the reality of distance education in international universities in light of the Corona pandemic from the point of view of students and faculty members, and the study sample reached (380) male and female students, and the researcher used two questionnaires for the study, and the result of the study showed that the degree of appreciation of students and faculty members in Iraqi universities for the reality of distance education in light of the Corona pandemic (medium)The results also indicated that there were no statistically significant differences in the degree of appreciation of faculty members due to the variables (specialization and academic rank).

As for Shtayyeh's study (2022), it was entitled The level of satisfaction of Palestinian university students through the electronic calendar during the Corona pandemic and the degree of their attitudes towards using it in education, and the study aimed to reveal the degree of

satisfaction of Palestinian university students through the electronic calendar during the Corona pandemic and the degree of their attitudes towards using it in education, and the study sample reached 369 male and female students, and the researcher used the study tool (questionnaire), and the result of the study was that the level of satisfaction of Palestinian university students through the electronic calendar was average, and the degree of their attitudes Towards their use in education were weak.

The study of Khashashneh (2022) aimed to know the role played by electronic applications for Jordanian university students in the distance education process, which was entitled The Role of Electronic Applications and Intention in the Distance Education Process among Jordanian University Students During the Corona Pandemic, and the study sample reached (400) male and female students, and the researcher used the study tool (questionnaire) to collect information, and the result of the study was that (89.7) of the study sample members began using electronic applications during the Corona pandemic, to continue the distance education process Greedy.

As for the study of Obeidat and Batayneh (2022), it was entitled The reality of distance education in light of the Corona pandemic and its impact on the students of the basic stage in the Bani Kenana Brigade, and this study aimed to analyze the reality of distance education in light of the Corona pandemic and monitor its effects on students in the basic stage, and the researchers used the qualitative approach, using observation and interview to collect data, and the result of the study was that the reality of distance education is not satisfactory about it, and that there are obstacles and challenges facing students during the application of education for After in the presence of the Corona pandemic, in addition to the weakness of technical skills and infrastructure, which affected reality. From the point of view of students and faculty members

### **Comment on Previous Studies and the Location of this Study**

The previous presentation of the previous studies shows that they are relatively different from the current study, as the topic of electronic skills and applications was addressed by the study of Mamkg (2021), the study of Shtayyeh (2022) and the study of Khashashneh (2022), while the challenges and problems facing the educational process and ways to solve them were addressed by the study of Salah al-Din (2021), the study of Abu Hammad (2021), the study of Chadda & Kaur (2021), and the field of organizational reputation of universities was addressed by the study of (Miqdadai, 2021).

As for the current study, it is summarized in the process of distance education during the Corona pandemic at the University of Sharjah in the United Arab Emirates, and the level of paragraphs was high, and compatible with most of the results of the study, but she added that the technological development used in government and private institutions, including universities, helped to overcome obstacles as for distance education.

### **Method and Procedure**

The method included an explanation of the study methodology on the reality of the performance of the educational process during the Corona pandemic, with a presentation of the study population, and methods of data analysis.

#### **Study Methodology**

The researcher followed the survey method, developed the study tool, and distributed it to the study population represented by the graduates of the University of Sharjah.

### *Study Population*

The study population consisted of male and female graduates of the University of Sharjah, who graduated in 2021 and 2022, and their number exceeds 1500 students ([www.sharjah.ac.ae](http://www.sharjah.ac.ae)).

### *Study Sample*

The study sample consisted of 102 male and female students who completed graduation from the University of Sharjah and are part of the study population, representing a simple random sample of the study population.

### *Study Tool*

To answer the questions of the study, the researcher developed the study tool to find out the reality of the performance of the education process during the Corona pandemic from the point of view of graduates of the University of Sharjah in the city of Sharjah, after referring to the theoretical literature and previous studies such as the study of Salah Al-Din (2021), the study of Shtayyeh (2022) and other related studies. And presented to a group of arbitrators with competence to ensure its truthfulness and then present the study tool to the study sample.

### *Data Analysis Methods*

Arithmetic averages and standard deviations were used to analyze the data we obtained from the study population.

### **Statistical Standard**

A ladder has been adopted Likert quintet to correct the study tools, by giving each of its paragraphs one degree out of its five degrees (Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree) It is numerically represented (5, 4, 3, 2 and 1) respectively, and the following scale has been adopted for the purposes of analyzing the results:

From 1.00- 2.33	Few
From 2.34- 3.67	Medium
From 3.68- 5.00	Large

The scale was calculated by using the following equation:

(Upper limit of scale (5) - Minimum scale (1))/ Number of required categories (3)

$= (5-1)/3 = 1.33$

Hence adding the answer (1.33) to the end of each category.

### **Construction Truthfulness: The Reality of Education Performance**

To extract the indications of the validity of the construction of the scale, the paragraph correlation coefficients with the total degree of the axis to which it belongs were extracted in an exploratory sample from outside the study sample consisting of (20) male and female students, and the paragraph correlation coefficients with the total degree of the axis to which it belongs ranged between (0.51-0.94), and the following table shows that.

Table (1)

*Correlation coefficients between a paragraph and the total degree of the axis to which it belongs*

Correlation coefficient	Paragraph number	Correlation coefficient	Paragraph number	Correlation coefficient	Paragraph number
90. **	13	51.	7	89.***	1
93.***	14	75**	8	86. **	2
** **	15	81.***	9	78**	3
87**	16	79. **	10	93.***	4
		** **	11	90. **	5
		92***	12	*** **	6

\* Statistically significant at the significance level (0.05).

\*\* Statistically significant at the significance level (0.01).

It should be noted that all correlation coefficients were acceptable and statistically significant, so none of these paragraphs were deleted.

### **Stability of the reality of the performance of the education process**

To ensure the stability of the study instrument, the test and retest method (test-retest) by applying the scale, and reapplying it after two weeks to a group from outside the study sample consisting of (20), and then Pearson's correlation coefficient was calculated between their estimates both times if it reached (0.88).

The stability coefficient was also calculated by the method of internal consistency according to the Cronbach alpha equation, if it reaches (0.83), and these values are considered appropriate for the purposes of this study.

### **Construction honesty: the difficulty of performing the education process**

To extract the indications of the validity of the construction of the scale, the paragraph correlation coefficients with the total degree of the axis to which it belongs were extracted in an exploratory sample from outside the study sample consisting of (20) male and female students, and the paragraph correlation coefficients with the total degree of the axis to which it belongs ranged between (0.68-0.81), and the following table shows that.

Table(2)

*Correlation coefficients between a paragraph and the total degree of the axis to which it belongs*

Correlation coefficient	Paragraph number
79. **	1
68. **	2
81.***	3
78**	4

\* Statistically significant at the significance level (0.05).

\*\* Statistically significant at the significance level (0.01).

It should be noted that all correlation coefficients were acceptable and statistically significant, so none of these paragraphs were deleted.

**Stability of the difficulty of performing the education process**

To ensure the stability of the study instrument, the test and retest method (test-retest) by applying the scale, and reapplying it after two weeks to a group outside the study sample consisting of (20) male and female students, and then the Pearson correlation coefficient was calculated between their estimates in both times if it reached (0.91).

The stability coefficient was also calculated by the method of internal consistency according to the Cronbach alpha equation, if it reaches (0.80), and these values are considered appropriate for the purposes of this study.

**Study Sample**

Table (3)

*Frequencies and percentages by study variables*

Ratio	Iteration	Categories	
53.9	55	male	Sex
46.1	47	female	
48.0	49	Year 2021	The year you graduated
52.0	53	Year 2022	
100.0	102	Total	

**The first question: What is the reality of the performance of the education process during the Corona pandemic from the point of view of graduates of the University of Sharjah in the city of Sharjah?**

To answer this question, arithmetic averages and deviations were extracted. The normative reality of the performance of the education process during the Corona pandemic from the point of view of graduates of the University of Sharjah in the city of Sharjah, and the table below illustrates this.

Table (4)

*Arithmetic averages and standard deviations of the reality of the performance of the education process during the Corona pandemic from the point of view of graduates of the University of Sharjah in the city of Sharjah arranged in descending order according to the arithmetic averages*

Grade	Standard deviation	Arithmetic mean	Paragraphs	figure	Rank
High	.838	4.01	The university administration has prepared faculty members and employees to use modern means and communication programs	4	1
High	.850	3.99	The means of communication between the student and his professors varied	2	2
High	.901	3.98	The university administration kept pace with technological changes in order not to affect its services	13	3

Grade	Standard deviation	Arithmetic mean	Paragraphs	figure	Rank
High	.859	3.93	Modern means of communication were available at the university	1	4
High	.870	3.93	The university administration gave enough time for students to perform their tasks during the Corona pandemic	5	4
High	.904	3.93	The university administration diversified the timing of lectures to suit the circumstances of the Corona pandemic	6	4
High	.926	3.93	The university administration has provided modern programs for professors to communicate with students	11	4
High	.834	3.91	The university administration sought to know the extent of students' satisfaction with its services	15	8
High	.839	3.90	Communication between professors, students and the university administration increased during the Corona pandemic	3	9
High	.862	3.90	The university administration has diversified channels of communication with students during the Corona pandemic	16	10
High	.943	3.89	The university administration was keen to take the opinions of students in the new communication process between professors and students	12	11
High	.833	3.80	The university administration worked to benefit from the experiences of others	14	12
Medium	1.120	3.33	I noticed that the method of distance education was confusing for students	10	13
Medium	1.184	3.30	The Corona pandemic has affected students' remote receipt of information	9	14
Medium	1.162	3.24	Some students faced concerns about using modern communication programs during the Corona pandemic	8	15
Medium	1.149	3.22	It was hard to accept the new style of communication with the professors	7	16

Grade	Standard deviation	Arithmetic mean	Paragraphs	figure	Rank
High	.615	3.76	The reality of the performance of the education process		

Table (4) shows that the estimates of the study sample on the reality of the performance of the education process during the Corona pandemic from the point of view of the graduates of the University of Sharjah in the city of Sharjah were high with an arithmetic mean of (3.76) and a standard deviation of (.615). As for the paragraphs, the paragraph that states "The university administration prepared faculty members and employees to use modern means and programs of communication" ranked first with an arithmetic average of (4.01) with a standard deviation of (.838) with a high grade, while the paragraph "It was difficult to accept the new style of communication with professors" came in last place with an arithmetic average of (3.22) with a standard deviation of (1.149) with an average grade.

**The second question: What is the degree of difficulty in performing the education process during the Corona pandemic from the point of view of graduates of the University of Sharjah in the city of Sharjah?**

To answer this question, arithmetic averages and deviations were extracted The standard degree of difficulty in performing the education process during the Corona pandemic from the point of view of graduates of the University of Sharjah in the city of Sharjah, and the table below illustrates this.

Table (5)

*Arithmetic averages and standard deviations to the degree of difficulty in performing the education process during the Corona pandemic from the point of view of graduates of the University of Sharjah in the city of Sharjah arranged in descending order according to the arithmetic averages*

Grade	Standard deviation	Arithmetic mean	Paragraphs	figure	Rank
Medium	.890	3.41	The Corona atmosphere obstructs students' access to university services	1	1
Medium	1.037	3.35	The difficulty of communication between professors and students during the Corona pandemic	4	2
Medium	.965	3.20	The lack of internet in homes makes distance education difficult	3	3
Medium	1.146	2.95	The large number of students in one division made it difficult for distance education	2	4
Medium	.645	3.23	Difficulty in performing the education process		

Table (5) shows that the estimates of the study sample on the degree of difficulty of performing the education process during the Corona pandemic from the point of view of the graduates of the University of Sharjah in the city of Sharjah came as an average with an

arithmetic mean of (3.23) and a standard deviation of (.645). As for the paragraphs, the paragraph that states "The university administration facilitated access for students to its services" came in first place with an arithmetic mean of (3.41) and a standard deviation of (.890) with an average grade, while the paragraph, which reads "The large number of students in one division made it difficult for distance education" came in last place with an arithmetic average of (2.95) with a standard deviation of (1.146) with an average grade.

### **Discussion of Results**

First: Discussing the results related to the first question, which reads:

- 1- What is the reality of the performance of the education process during the Corona pandemic from the point of view of graduates of the University of Sharjah in the city of Sharjah?

- To answer this question, the arithmetic averages, standard deviations, rank and degree for each paragraph were found, and the reality of the performance of the education process during the Corona pandemic came from the point of view of the graduates of the University of Sharjah in the city of Sharjah at a high level, with an arithmetic mean of (3.76) and a standard deviation of (0.615), and the arithmetic averages of the paragraphs ranged between (4.01 - 3.22) and the standard deviation (0.838 - 1.149), as shown in Table (4), and the first rank came paragraph "The university administration prepared faculty members and employees to use modern means and programs of communication" at a high level, and came in second place paragraph "The means of communication varied between the student and his professors" and at a high level, while the paragraph "The university administration kept pace with technological changes in order not to affect its services" came in the third rank and at a high level, and this may be due to the fact that the university administration has developed within its plans and strategy to address such situations, and also the university administration benefits from the experiences of universities. These paragraphs agreed with the study of Mameg (2021) and the study of Saladin (2021). In last place came the paragraph "It was difficult to accept the new method of communication with professors" with an arithmetic mean (3.22), a standard deviation (1.149) and an average level, and this may be due to the fact that students are not accustomed to such a method, especially since the method of distance education happened to all students in schools and universities in one period of time, and these paragraphs agreed with the study of Miqdadi (2021), the study of Shtayyeh (2022) and the study of (Chadda & Kaur, 2021).

Second: Discussing the results related to the second question, which reads:

What is the degree of difficulty in performing the education process during the Corona pandemic from the point of view of graduates of the University of Sharjah in the city of Sharjah?

- To answer this question, the arithmetic averages, standard deviations, rank, and level were found for each paragraph, and the paragraph "The Corona atmosphere obstructed students' access to university services" came in the first place, due to the fact that some services at the university were provided manually, including consultations from professors and workers to students, and this paragraph is consistent with the study of Shada and Kair (2021), and the paragraph "The large numbers of students in one division made it difficult for distance education" it came in the last order, and this may be attributed to the fact that the university professor needs a lot of time to deal with the large numbers of students in one division, and if he does, there will be no quality in the distance education process, and this is evidence that

the large number of students in the same division, whether in general education or in university education, and whether it is in person or remotely, affects the educational process, and this is consistent with the study of (Miqdadi, 2021).

#### Recommendations

In light of the findings of the current study, the following recommendations were made:

- 1- Disseminating the experiences of the University of Sharjah that successfully overcame difficulties during the distance education process during the Corona pandemic period.
- 2- Preparing faculty members in private universities and involving them in rehabilitation and training courses to successfully manage the educational process.
- 3- Holding educational courses for university directors and deans of their faculties on the areas of crisis management in the educational process.
- 4- Benefiting from administrative and teaching staff members who distinguished themselves in the educational process during the Corona pandemic, post-Corona pandemic, to develop strategies for the future of university education in private universities.
- 5- Increasing research in the field of crisis management in the educational field, especially in higher education.

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