1. **Introduction**

Universities are forced to respond to the emerging developments in information and communication technology (ICT). The Internet is fast becoming an everyday tool for life activities. The use of internet for teaching and learning is becoming a normal extension. Students also have high expectations about the use of ICT in their education. The shift in learner expectations, changing demographics of learners, and the rapid development of subject knowledge forms challenges to universities (Ryan et al., 2000, Alexander, 2001).

E-learning can be defined as the use of information and communication technology to acquire knowledge and improve skills at times and on terms defined by each learner in an interactive and engaging environment. It covers learners. E-learning models have evolved from classroom replication towards models that integrate technology and pedagogical issues. In this article we illustrate an e-learning model that emphasized the role of technology in providing electronic access services and rich contents, and focus on the pedagogical issues such online instructional design and the creation of online learning communities and social networks.

This paper describes an e-learning model to deliver quality e-learning. The main goal is to identify the critical issues that should be addressed in the planning and implementation of e-learning initiatives.