

## **Abstract**

COVID-19 has made Learning Management Systems essential for the delivery of different educational activities. Making the most of them is vital for educational success. Although they are widely used in Saudi higher education, the full extent of their features is not fully utilized. A survey was conducted in King Abdulaziz University (KAU) to understand how blackboard is being used. The results show that features like Virtual Classroom and Dissection Board are not used as much, while features like Announcements and Uploading Materials are used primarily by faculty. They also show that students tend to use more mobile devices to access Blackboard, while both students and staff utilize social media applications to complement blackboard. Consequently, it is important to understand how to improve the quality of LMS already in use, especially when used in a mobile context, and to study them both from the perspective of students and faculty.