# Guest Editorial Preface

# Special Issue on the Challenges and Prospects in the Development and Delivery Implications of New E-Learning Applications and Services

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This paper contains an editorial on the IJESMA special issue on the challenges and prospects in the development and delivery of new e-learning applications and services.

In the last two decades, there has been a great deal of improvement in the delivery of e-learning services. This is in part due to the evolution of mobile and non-mobile computing and communication devices. It has also been as a result of the continuous evolution in the capacity of Internet networks. These networks enable remote supply and demand in the delivery of educational services on the computing and communication devices. Currently, Internet and telecommunication service providers are gearing up to provide more capacity to their mobile and fixed networks. This will enable the delivery of educational services via enhanced and media rich platforms. This idea is rich with the promise in the improved delivery of e-learning services. However, in the last two decades, the adoption of e-learning services has not evolved as the technology did evolve. There have been challenges. In order to prepare for the next wave of technological evolution, the special issue provides an insight into these challenges. The issue also identifies prospects for the development of e-learning application and Services in light of the technological evolution.

In this special issue of the IJESMA there are four peer reviewed papers. The papers discuss and throw more light on diverse issues pertaining to e-services and mobile applications. The uniqueness of the IJESMA is that there is a careful conscious effort towards selecting topics that will offer readers the opportunity to gain insight into all areas of e-service and mobile communications from different fields including education, entrepreneurship, marketing, business and management. In this issue, the focus is on cloud computing system in tertiary education; virtualization of University Education; educational e-services; online collaboration and technology based education.

Most research on cloud computing systems focus on the technology and security without understanding the users' experience with technology. The topic on exploring the use of cloud computing systems in tertiary education by Joseph Adjei explores the lived experience of faculty members of tertiary institutions with respect to their use of cloud computing systems. The study shows that there is tension between faculty members' identity and information privacy on one hand, and the requirement to effectively carry out their academic and professional responsibilities. This implies that while cloud computing systems enhance the reach and richness of academic information

dissemination and academic interaction, faculty members must establish personal and professional boundaries in order to derive meaningful benefits from the use of such systems.

Virtual education is now common through online e-learning platforms and extends educational opportunities for all, breaking geographic barriers. Gyaase and Gyamfi present virtualization of university education by analysing the impact of ICT-Mediated Learning Environment on student's performance particularly in Ghana where the increased intake of students in tertiary institutions has resulted in large class sizes in the universities which consequently affect the quality of teaching and learning. The study assessed the impact of integrating ICT to teaching and learning in Universities on students' performance. The outcome indicates improvement in students' performance in all aspects of communication skills course.

The integration of educational e-services in school helps to bridge the gap between parents and teachers through collaborative sharing of information about the children's school activities. However, there is a lack of research explaining how effectively this collaboration takes place and the challenges that inhibit as well as promote such collaboration in a multicultural context. The findings from Thangavel, Rostami and Islam on the factors influencing non-native parents towards using educational e-services shows that apart from some 'internal factors', creating 'awareness' and providing 'motivation' are the two important successful factors that should be taken care of by the school management in order to influence non-native residents in a country to use educational e-services.

Finally, Jannick Kirk Sørensen paper on exploring constrained creative communication argues that Creative collaboration via online tools offers a less 'media rich' exchange of information between participants than face-to-face collaboration. The paper discusses how these constrains influence the creative process and the outcome by examining a design game the creative communication on an open-ended task in highly constrained settings.