Online Survey of Blackboard Usage

Preliminary Results

Using Blackboard LMS to Enhance Learning & Teaching

Community of Practice @ PolyU

Background

- To collect data from students and teachers about their experience in using Learn@PolyU in the academic year 2014/15;
- Two surveys targeted at current full-time students and teaching staff respectively;
- Conducted from 7 August to 25 September 2015.

Incentives

- 99 coffee coupons (81 for students & 18 for teaching staff);
- Xx USB with laser pointer (xx for students & xx for teaching staff);
- 2 free trials of 3D print service provided by the library; and
- 2 iPad mini 4.

Responses

	Students	Teaching staff
Completed responses	2199 (10.3%) *	250
Valid responses	1113 (5.2%)*	239 (?%)
Number of survey questions	21 questions	35 questions

* The email was sent to averagely 21,284 full-time students according to the email system record. We excluded 1,086 responses from the 2015/16 freshmen in our 1st round of data analysis, but will include them in the 2nd round of data analysis.
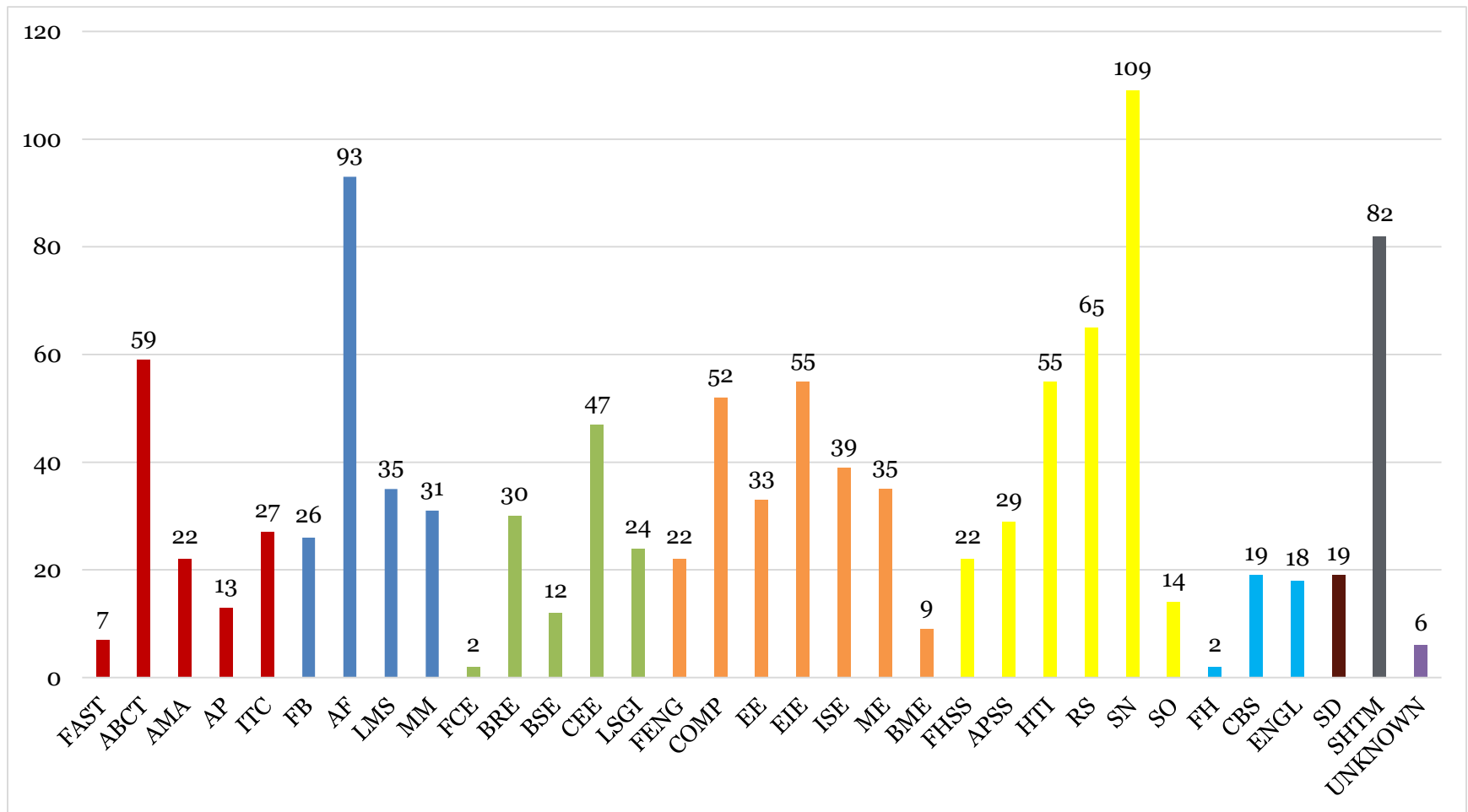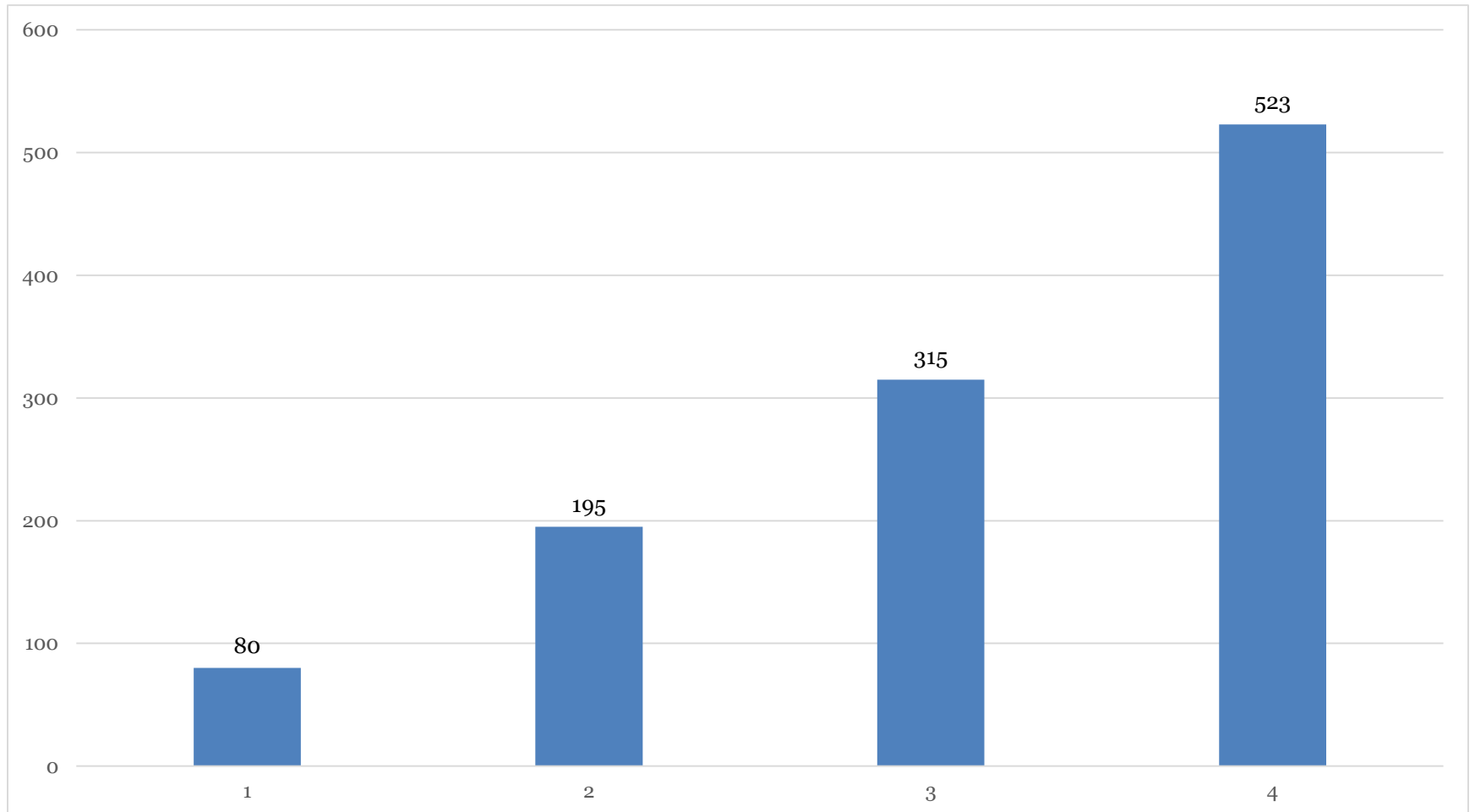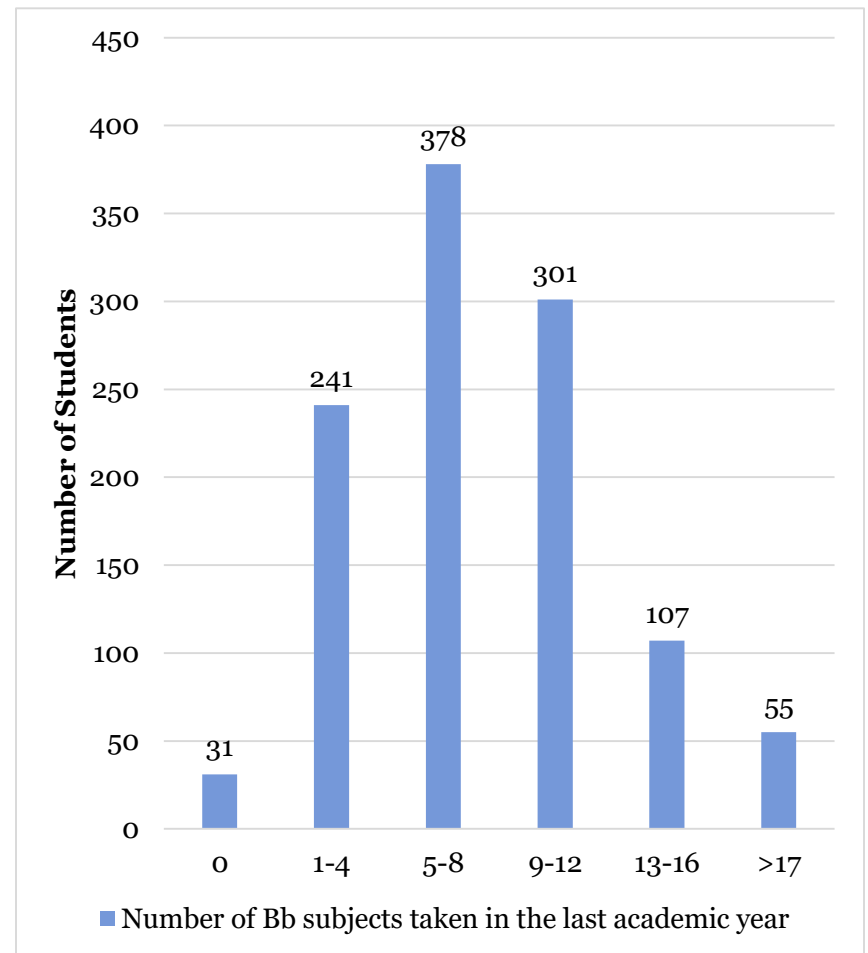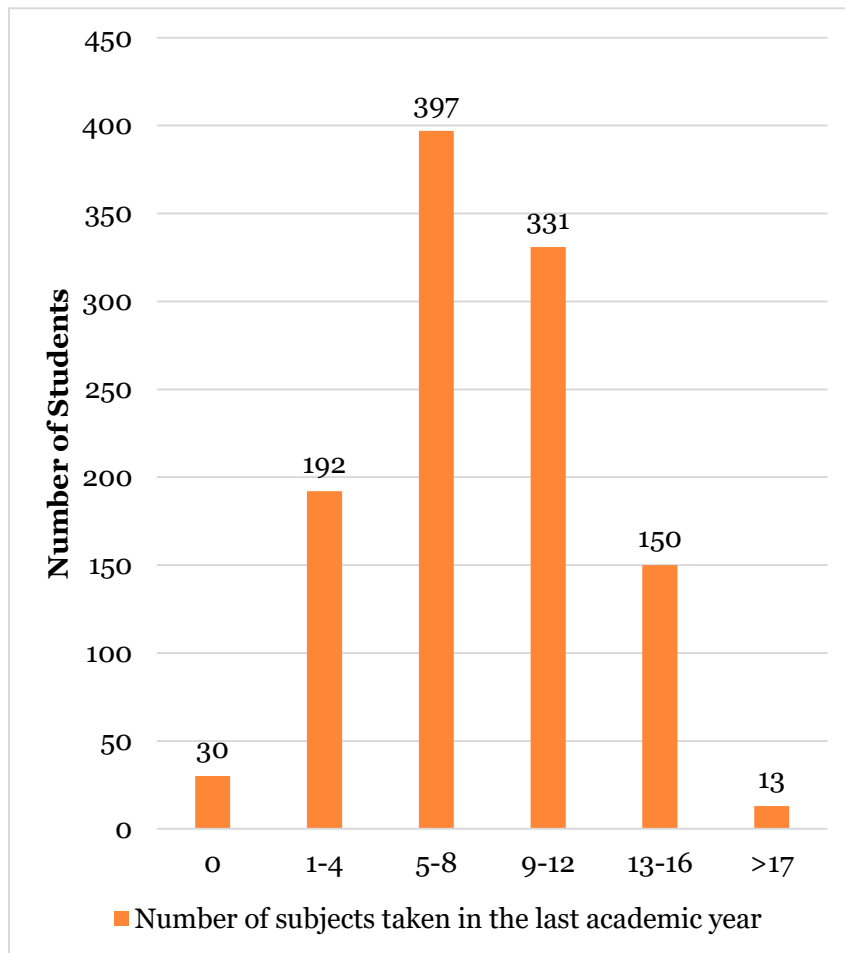
Preliminary results (students)
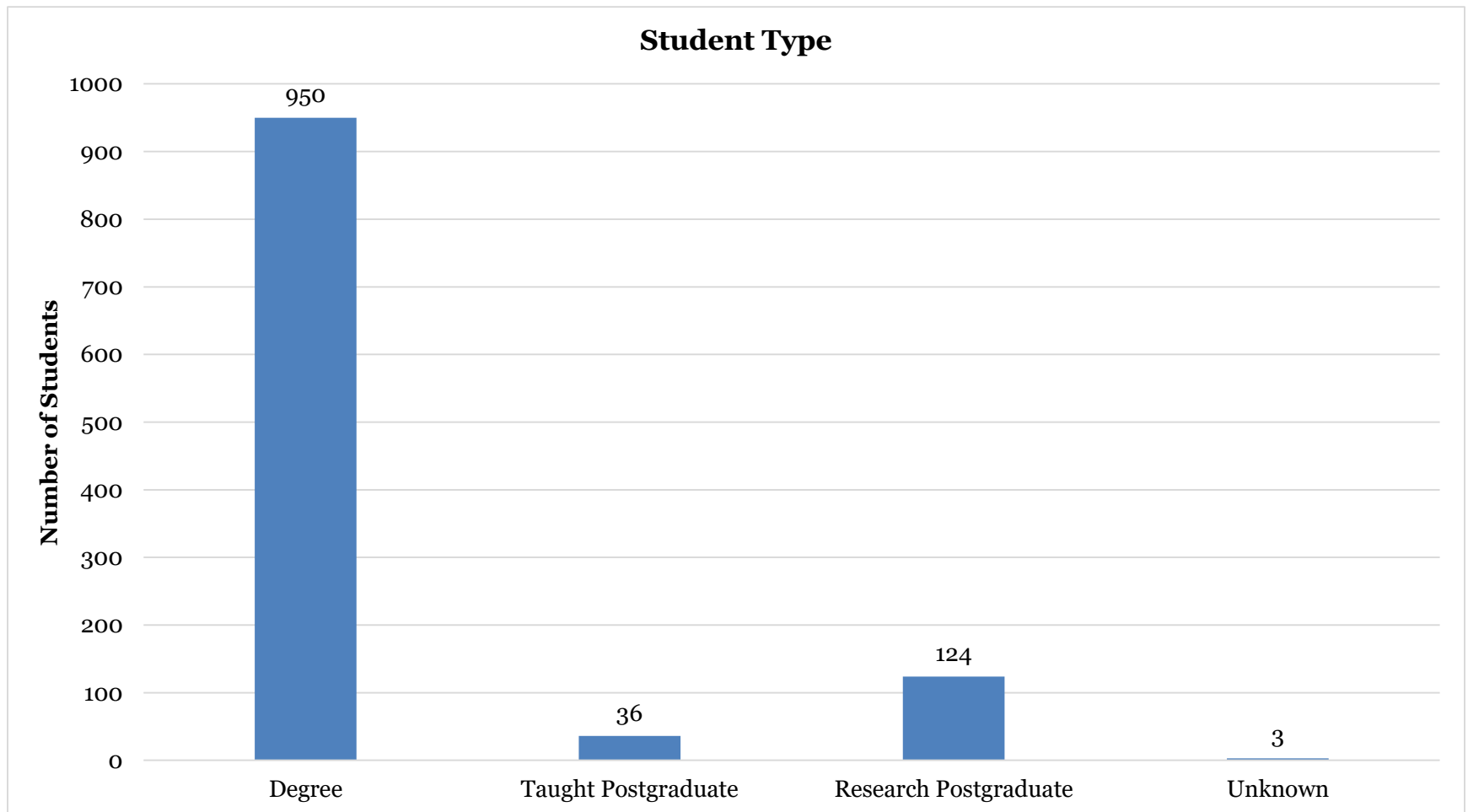
Gender
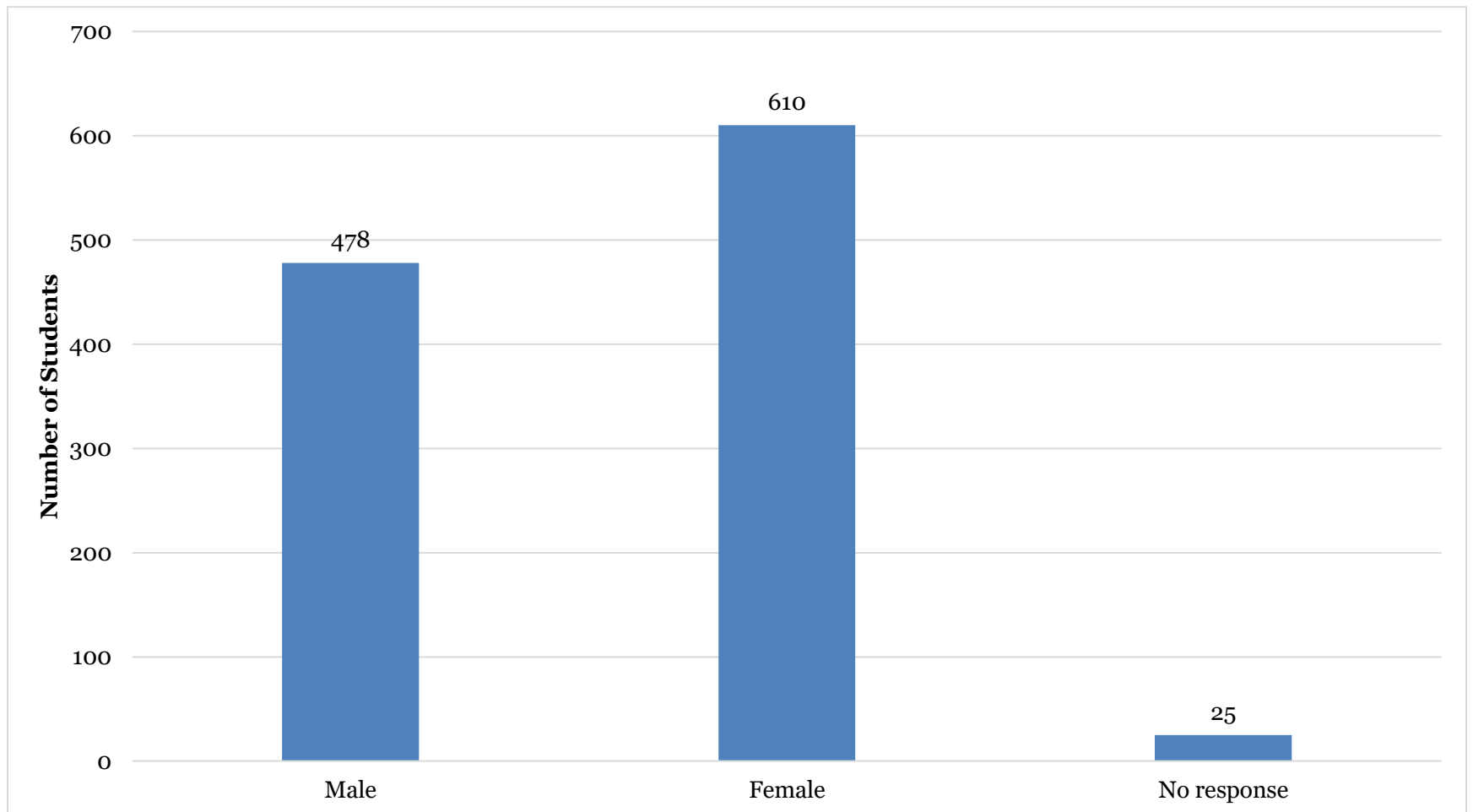
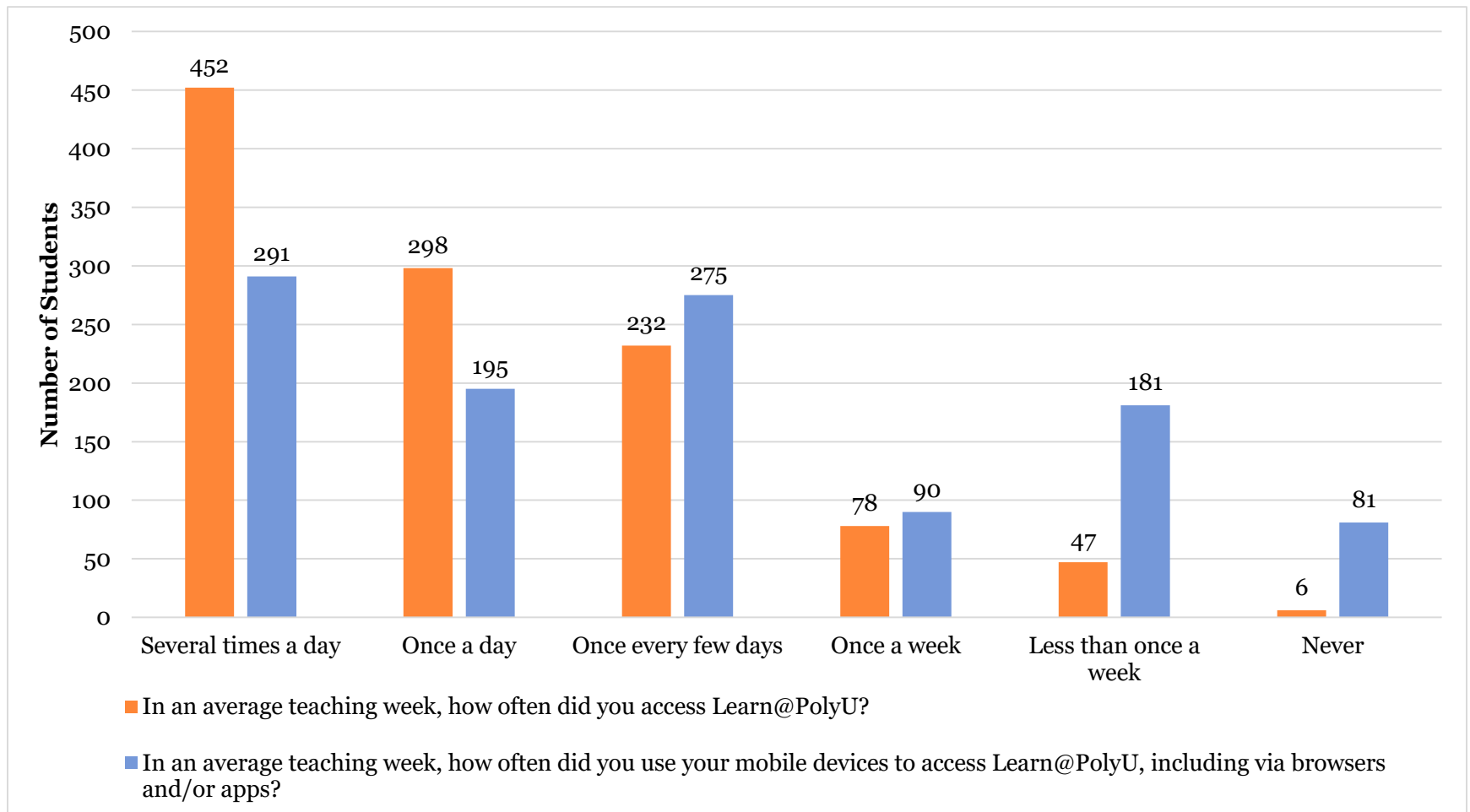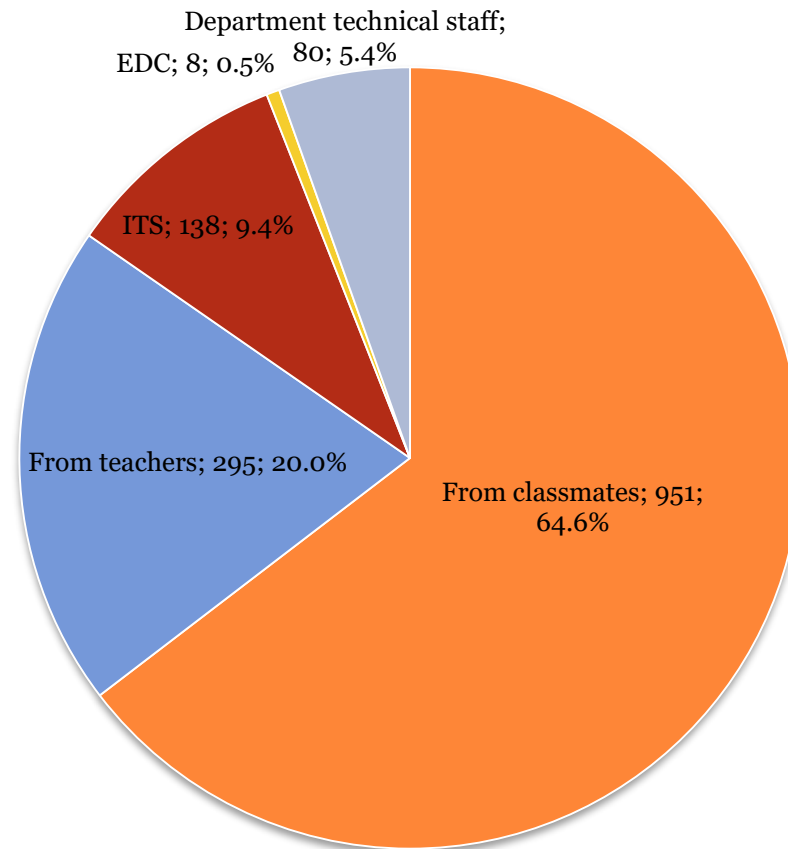# Faculty and Department Distribution

Year of Study

Subjects Taken and Subjects Using Learn@PolyU

Frequency for accessing Learn@PolyU

Chart — Number of Students by frequency of access

Category	In an average teaching week, how often did you access Learn@PolyU?	In an average teaching week, how often did you use your mobile devices to access Learn@PolyU, including via browsers and/or apps?
Several times a day	452	291
Once a day	298	195
Once every few days	232	275
Once a week	78	90
Less than once a week	47	181
Never	6	81

Units asked for help when having problems and/or difficulties in using Learn@PolyU

Department technical staff; 80; 5.4%
EDC; 8; 0.5%
ITS; 138; 9.4%
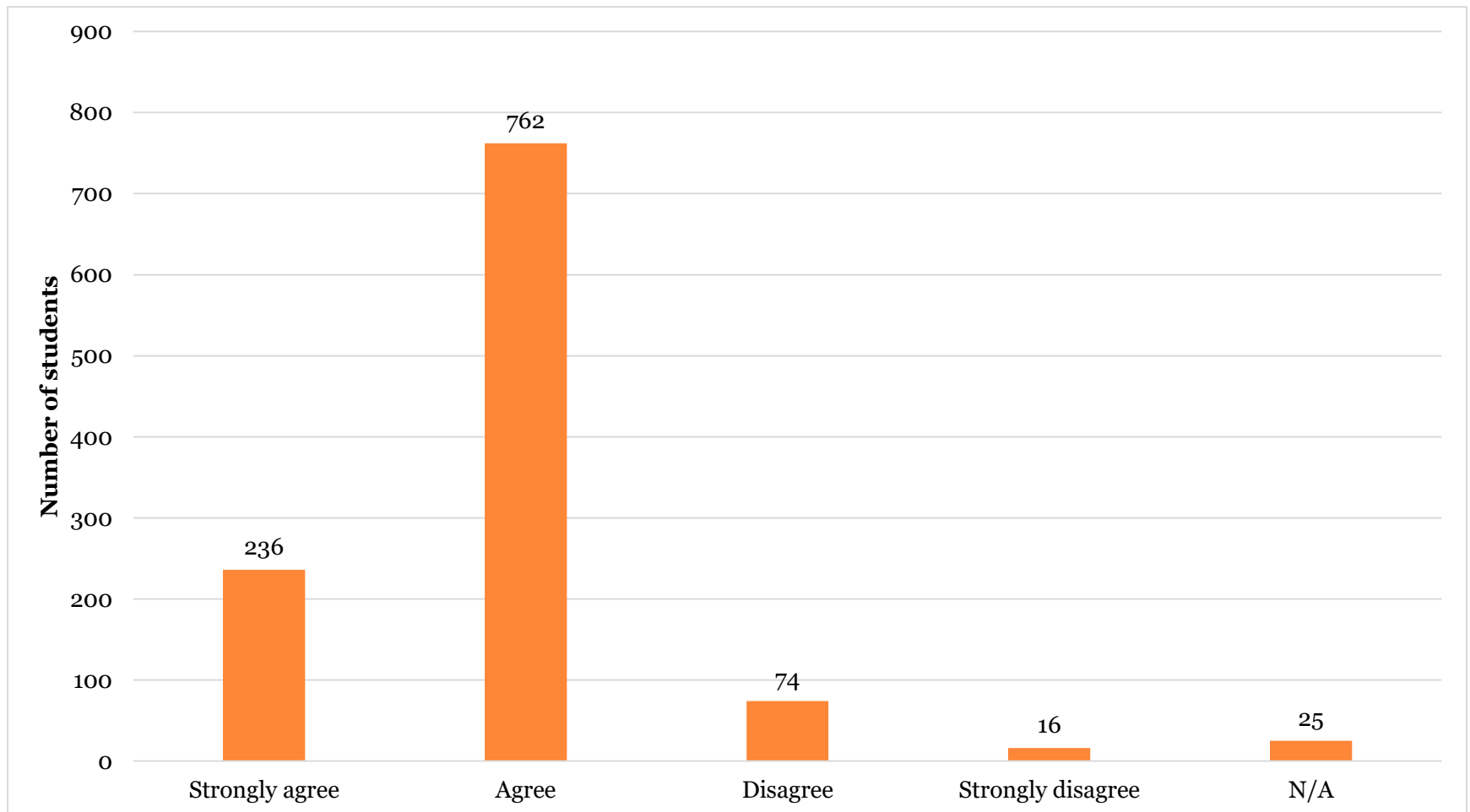From teachers; 295; 20.0%
From classmates; 951; 64.6%

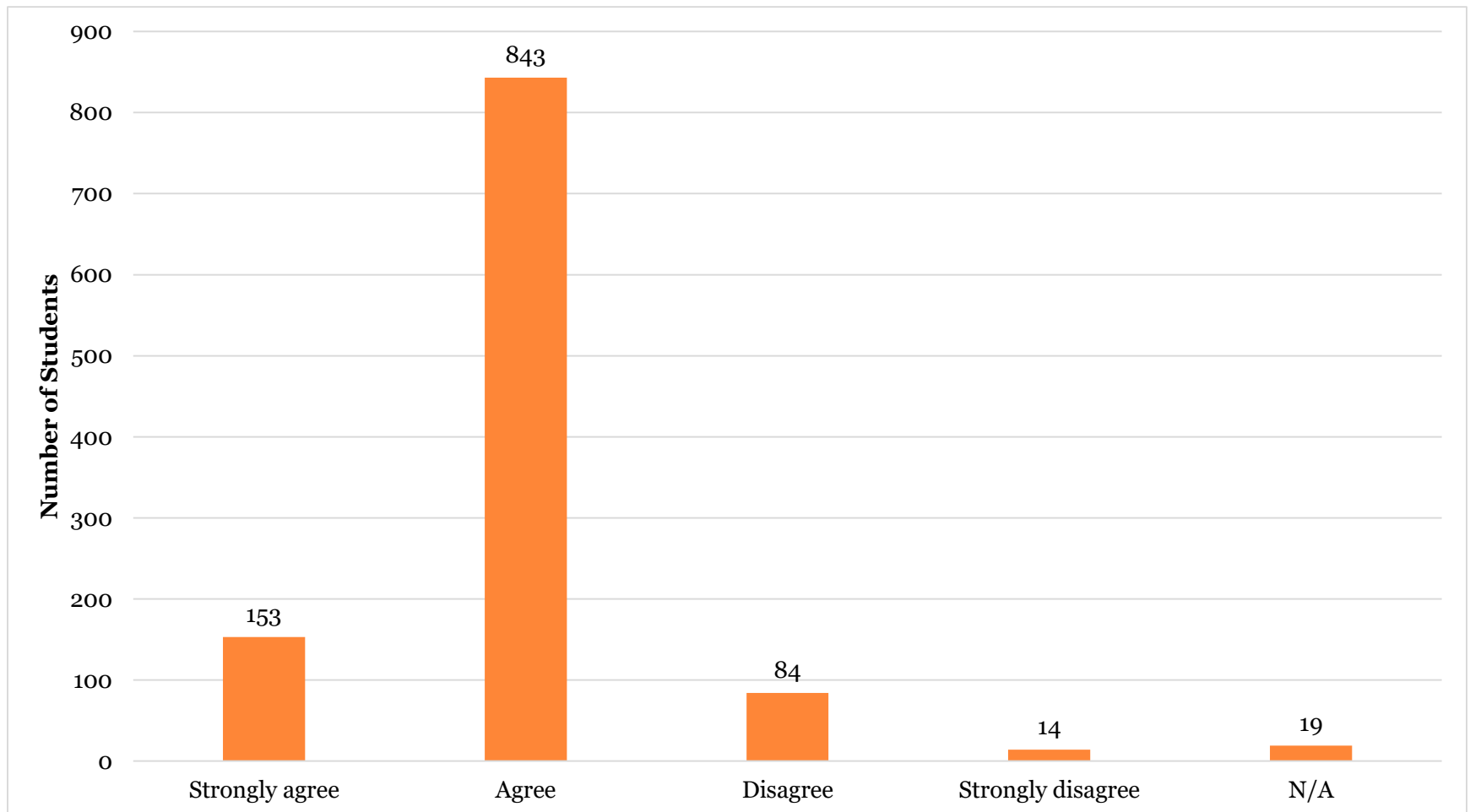# I have found the features of Learn@PolyU easy to use.
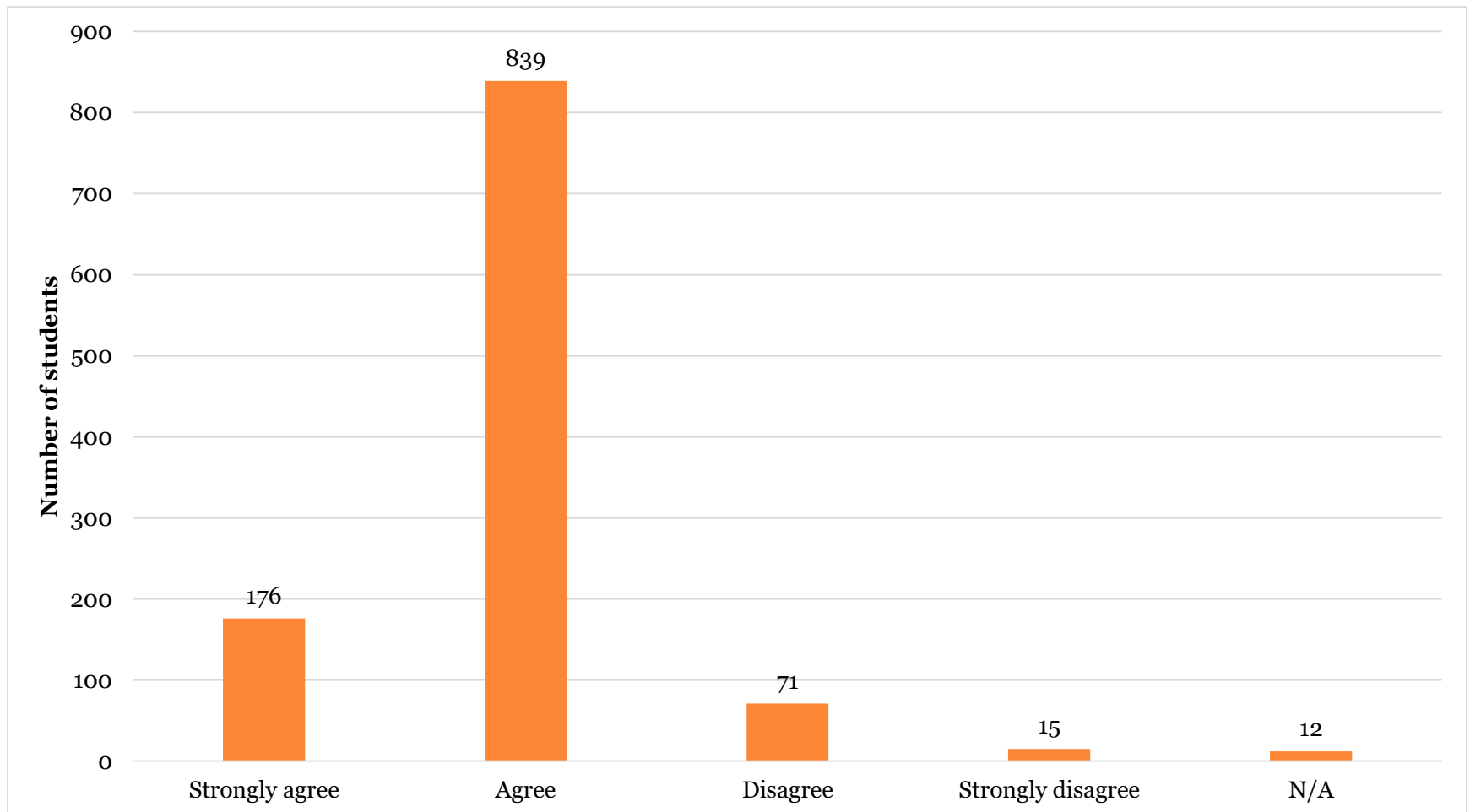
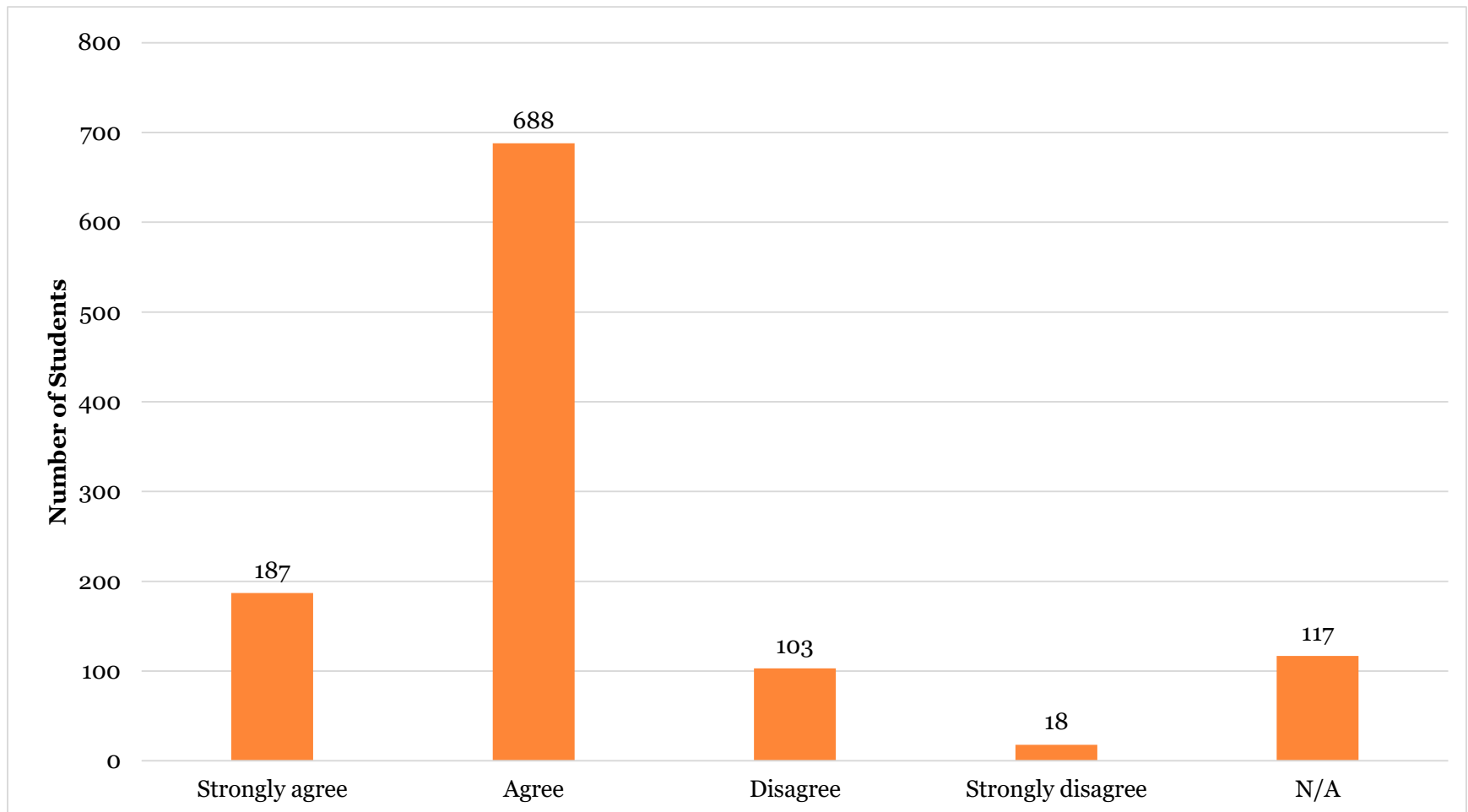# Communication improvement by using Learn@PolyU
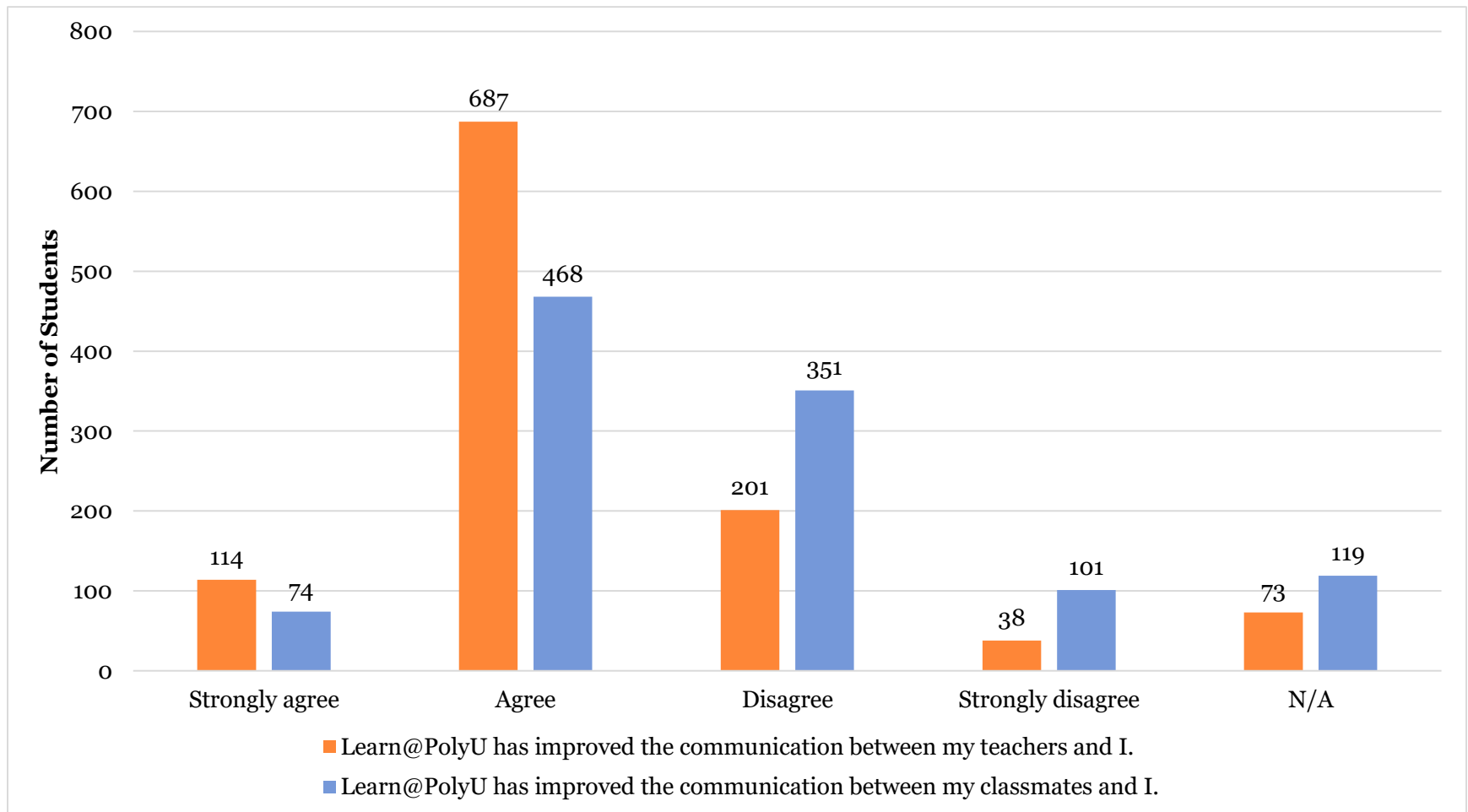
The use of Learn@PolyU in my courses has helped to make my learning more effective.

Overall, I am satisfied with Learn@PolyU.

I want more of the subjects to be in Learn@PolyU.

Open Ended Question Analysis

- The **best aspect(s)** of using Learn@PolyU to support and enhance my learning is / are?

- The **least desirable aspect(s)** of using Learn@PolyU to support and enhance my learning is / are?

- Which features of Learn@PolyU do you **like most**?

- Among the popular features used by your teachers, which features of Learn@PolyU do you like **least**?

- Please name **one good subject** (subject code or subject name) on Learn@PolyU that you found helpful to your learning, and explain why it was helpful.

- Do you have any suggestions about ways in which Learn@PolyU could be improved and/or further developed?

The **best aspect(s)** of using Learn@PolyU to support and enhance my learning is / are?

- 605 responses
- Sharing of teaching materials
  - Finding documents of previous semester
  - Well-structured notes in different subjects
  - Providing both the online access and download function
- Convenient
  - Access to resources
  - Organised categories of the materials
  - Cross platform access
- Announcement
  - Instant notification
  - Better communication

Least desirable aspect(s) of using Learn@PolyU

- Accessibility
  - Problem of automatic log-out
- Mobile App
  - Problem of logging into the mobile app after the update of the application
- Discussion
  - Discussion board/forum not fully utilised

Which features of Learn@PolyU do you **like most?**

- Content
  - downloading notes, access previous teaching materials, and preview without downloading the notes
- Announcement
 - Instant notification
- My Grade

Among the popular features used by your teachers, which features of Learn@PolyU do you **like least**?

- Discussion Board
- Lecture Notes
- Announcement

Do you have any suggestions about ways in which Learn@PolyU could be improved and/or further developed?

- Mobile App
- Better management of course materials on Blackboard
- User interface

# Students' responses on good subjects using Learn@PolyU
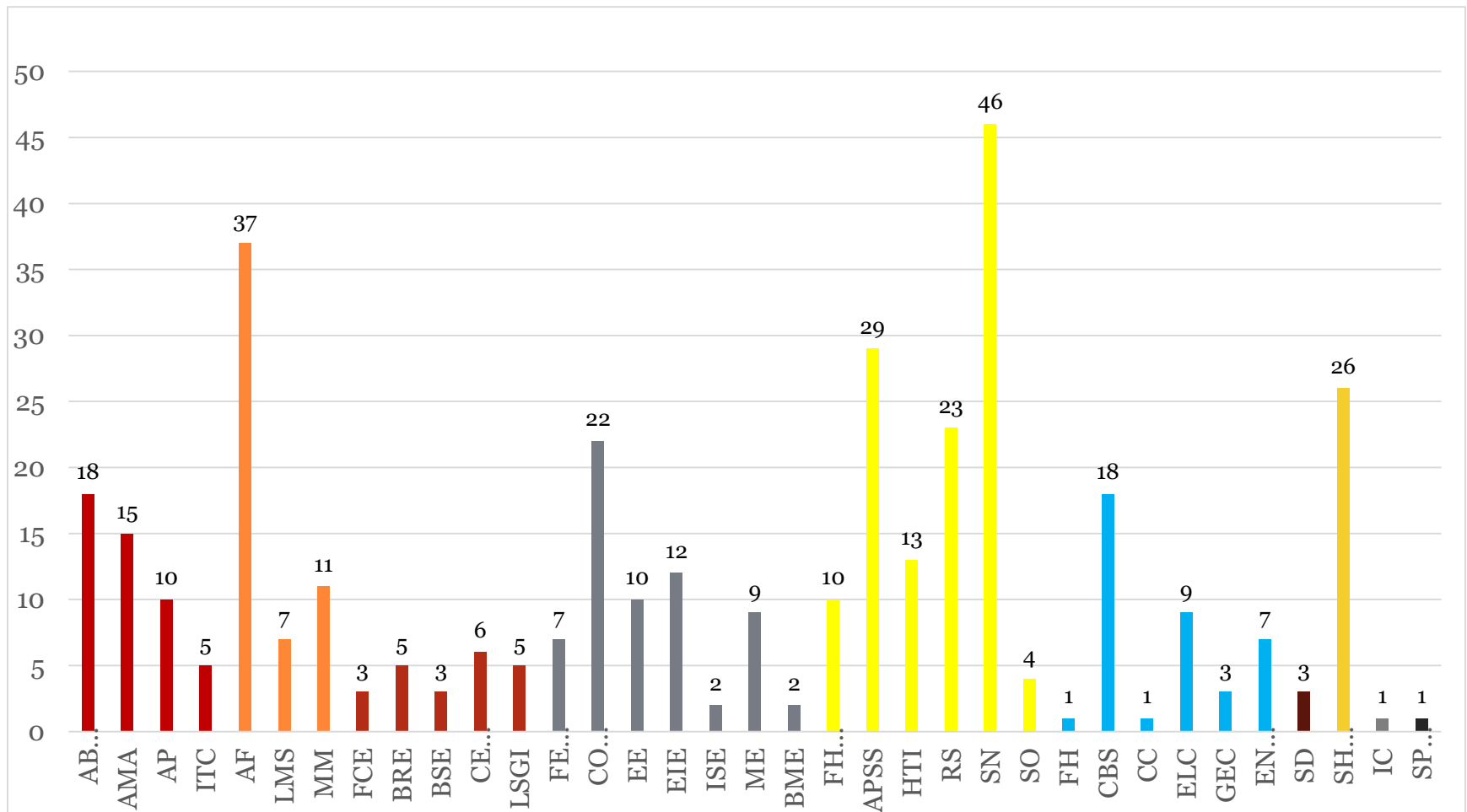
| Dept	Subject Name	Reasons (Key words)
AF	Financial Accounting	Information easy to access; useful materials; interaction
AF	Company Law	Pre-unit quizzes; various features used
APSS	Introduction to Psychology	Online videos and tests; communication; interaction; group discussion
APSS	Tomorrow's Leaders	Information easy to access
SN	Nursing Therapeutics III	Many tools of Bb used; useful teaching materials; discussion forum
SN	Caring Concepts	Online lectures; e-learning modules
FENG	Computer Programming	Discussion forum
RS	Functional Anatomy	Online resources
RS	Research Methods & Data Analysis	Course information available; many tools of Bb used

Preliminary results (teaching staff)
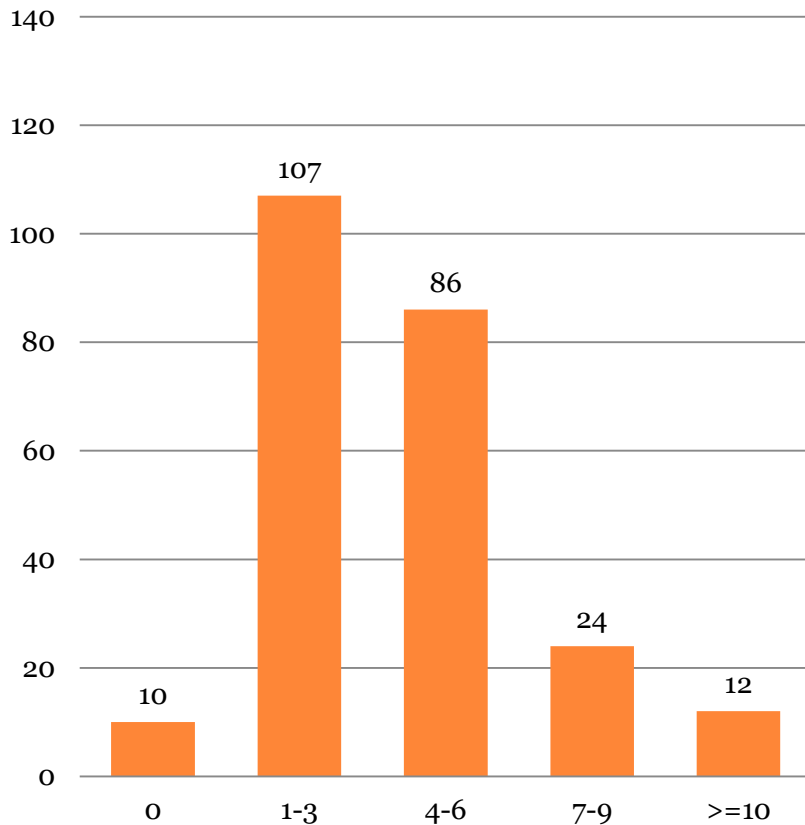

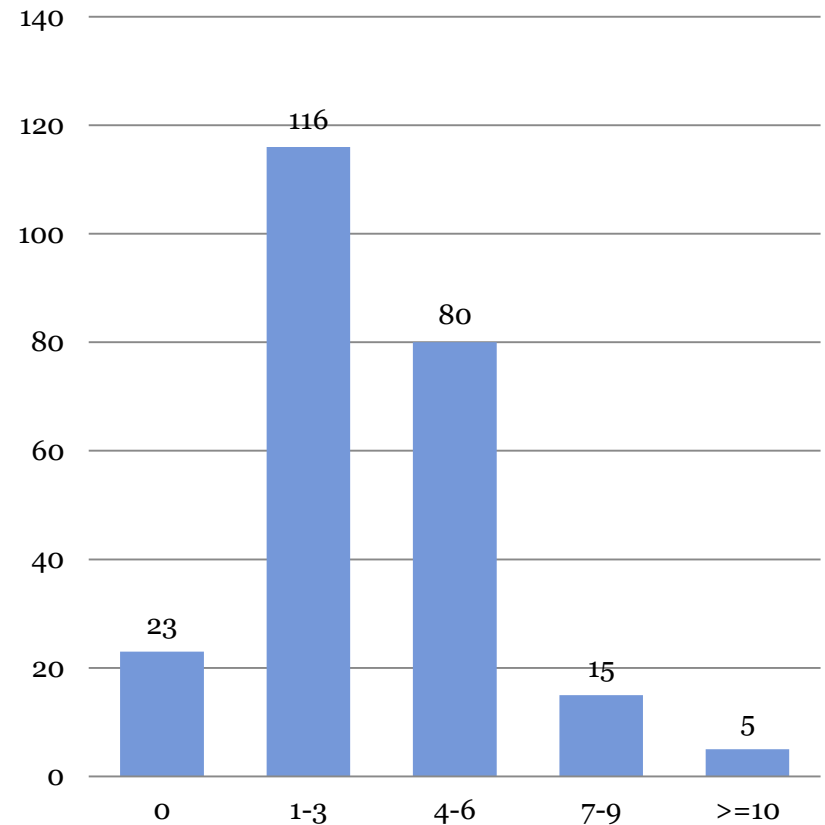Teaching Positions
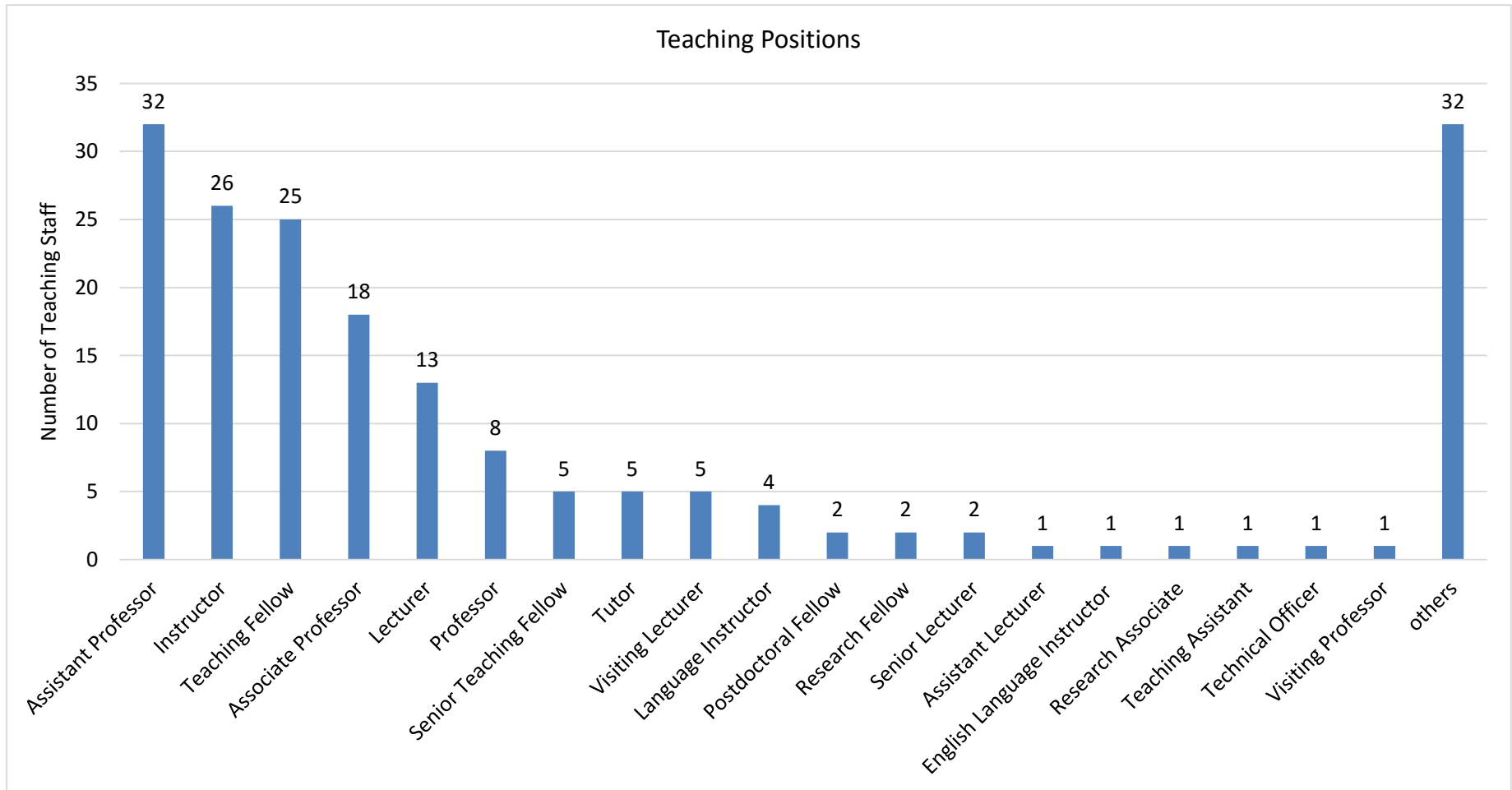
Gender
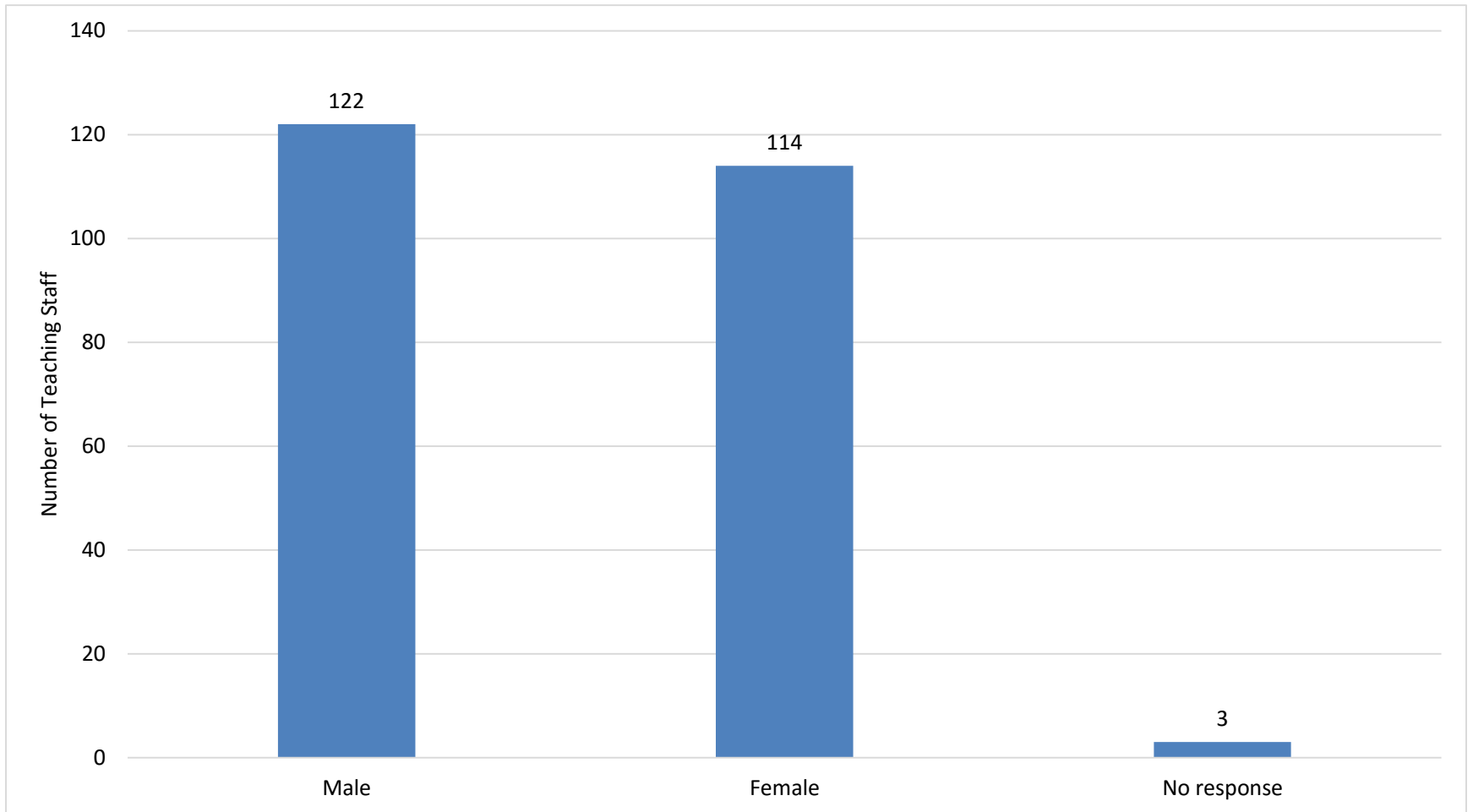
Faculty and Department Distribution
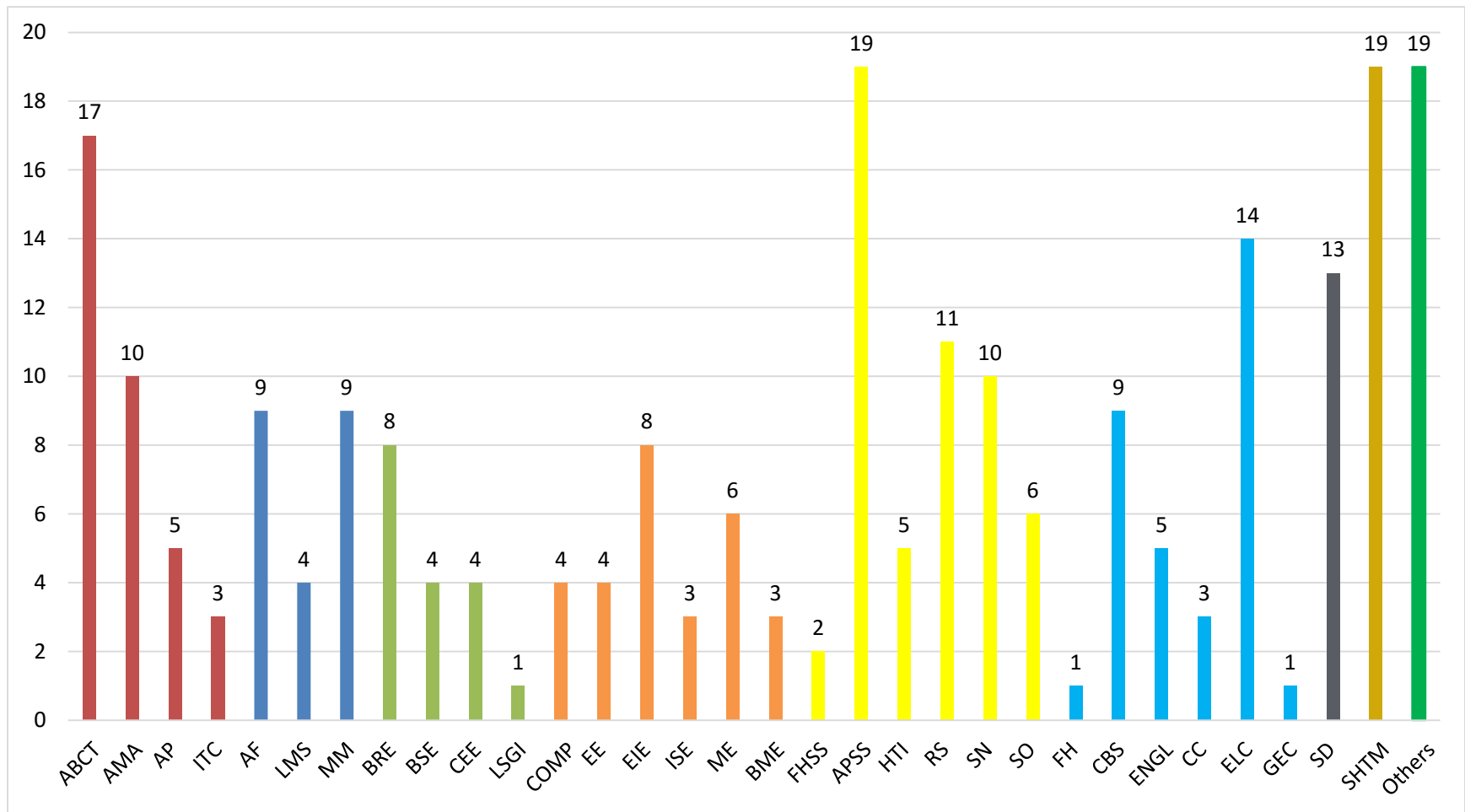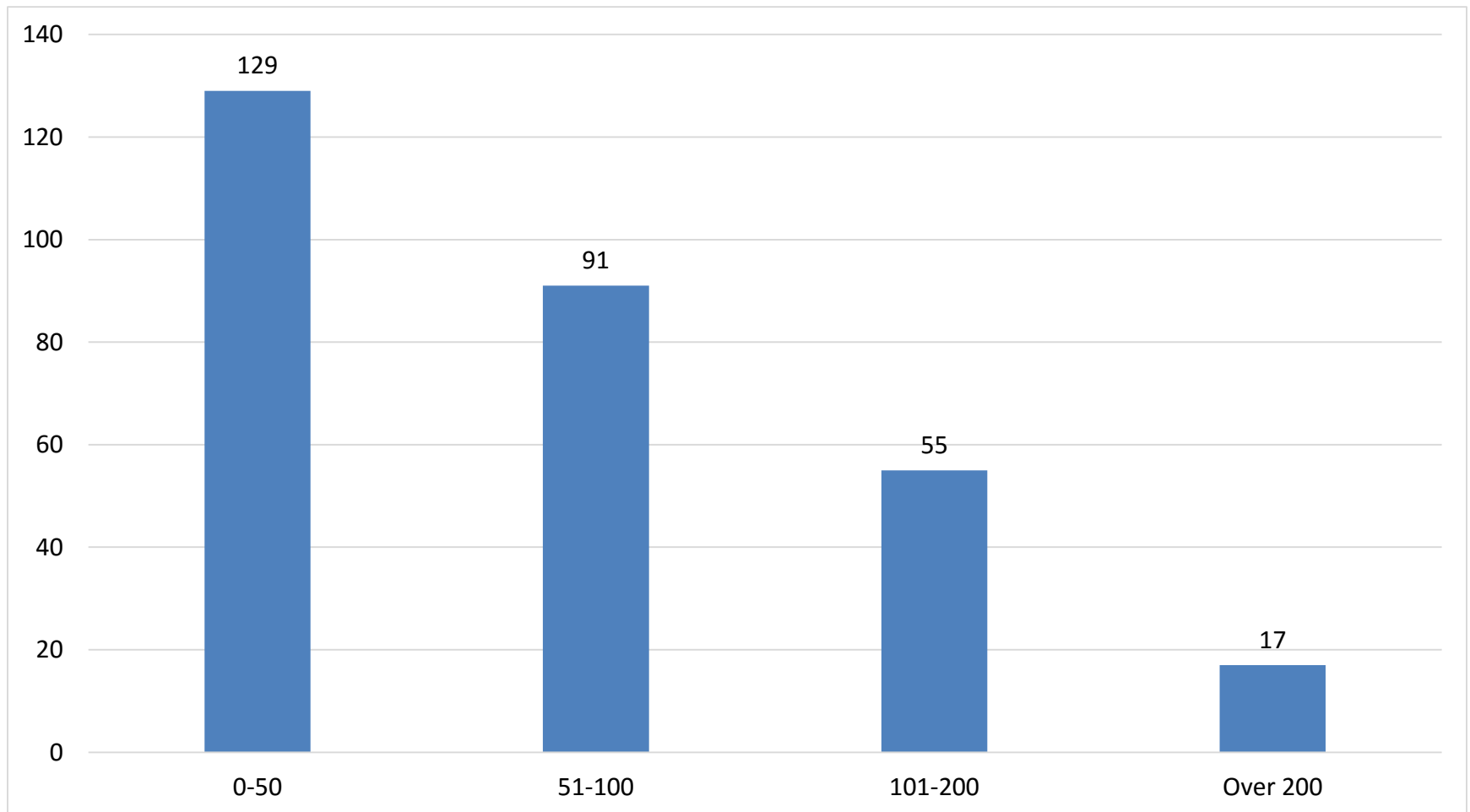
Subjects Taught and Subjects Using Learn@PolyU

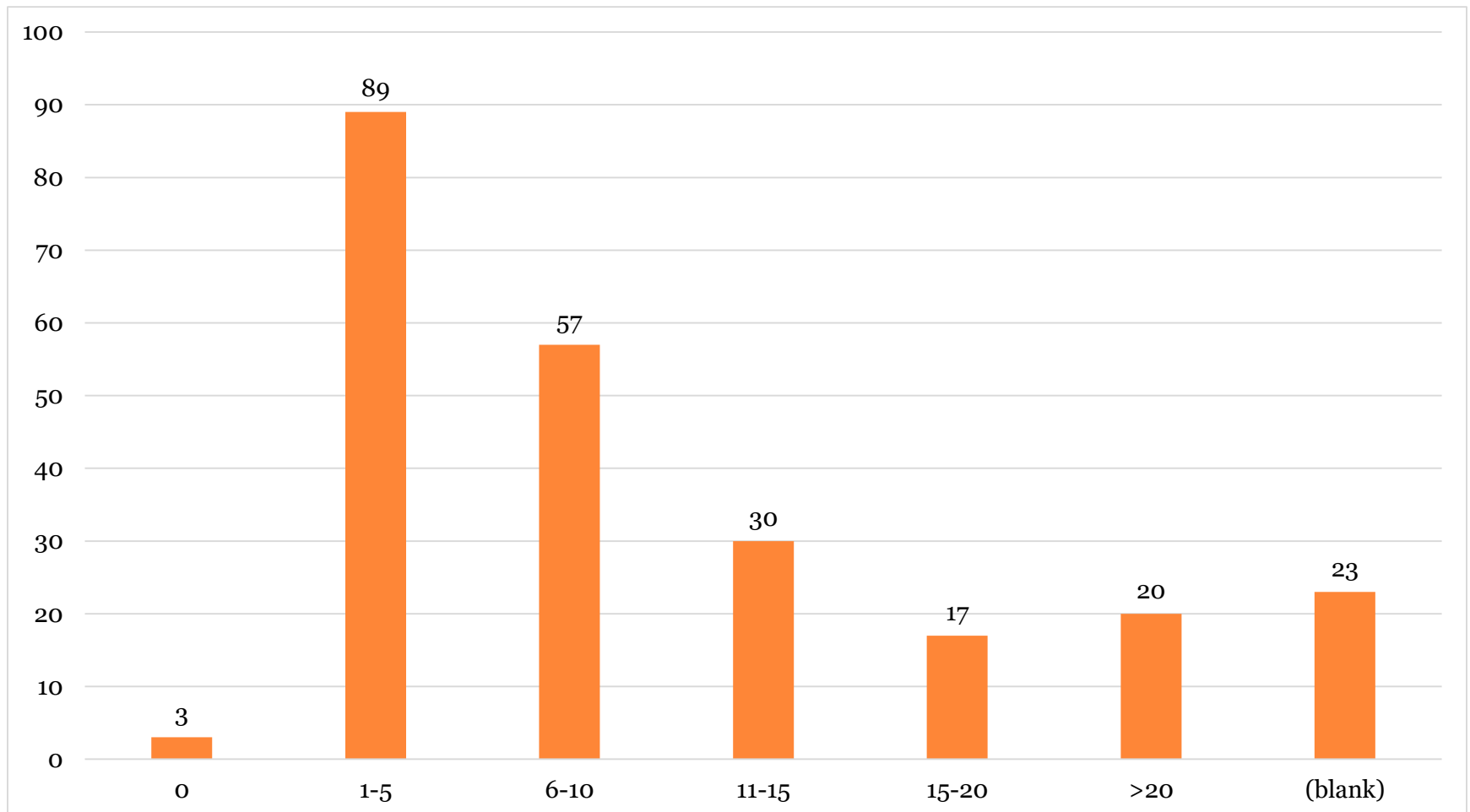How many subjects did you teach last academic year (2014/2015)?

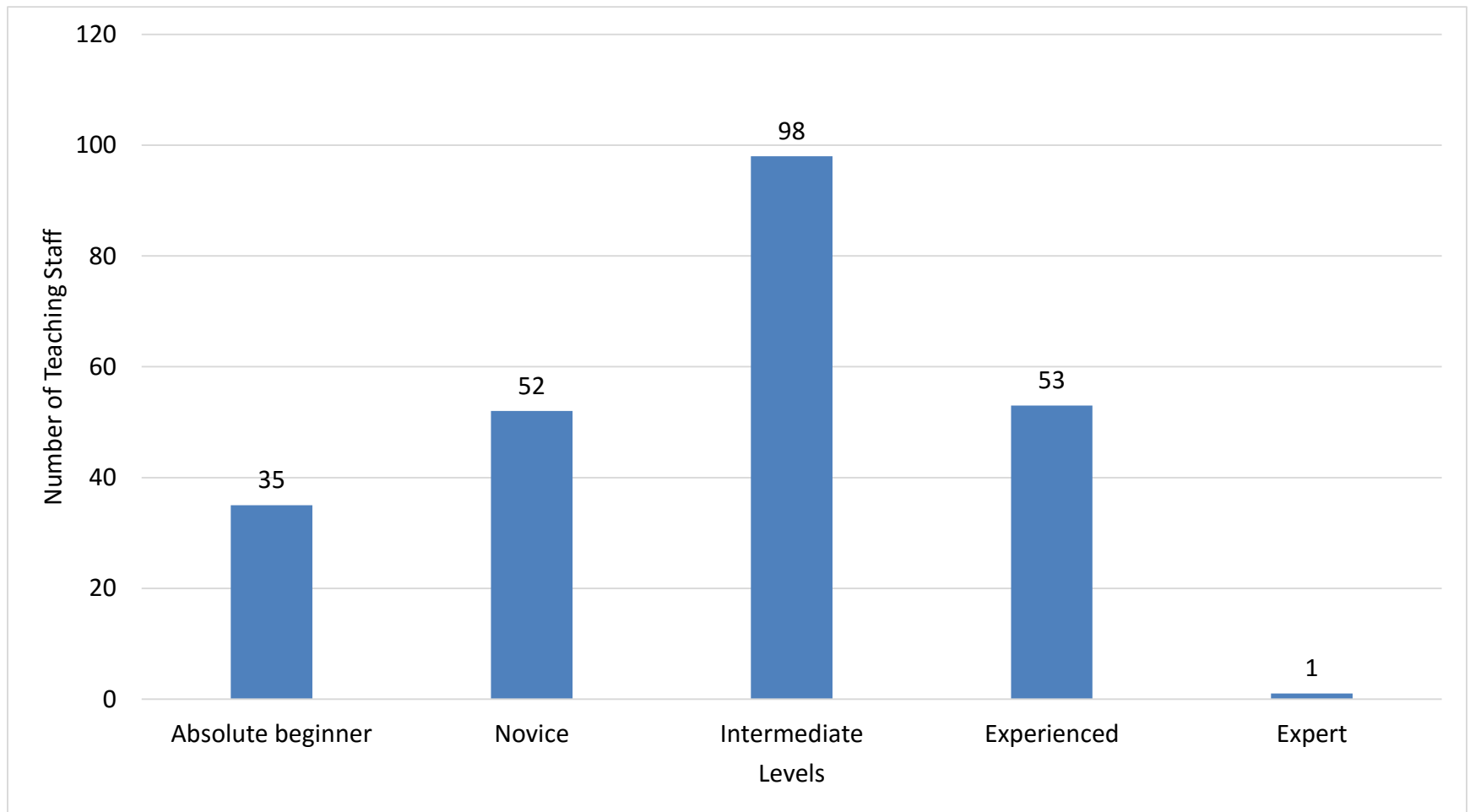How many of the subjects you taught involved using Learn@PolyU?

Class size of subjects taught using Learn@PolyU

How many years have you been teaching?
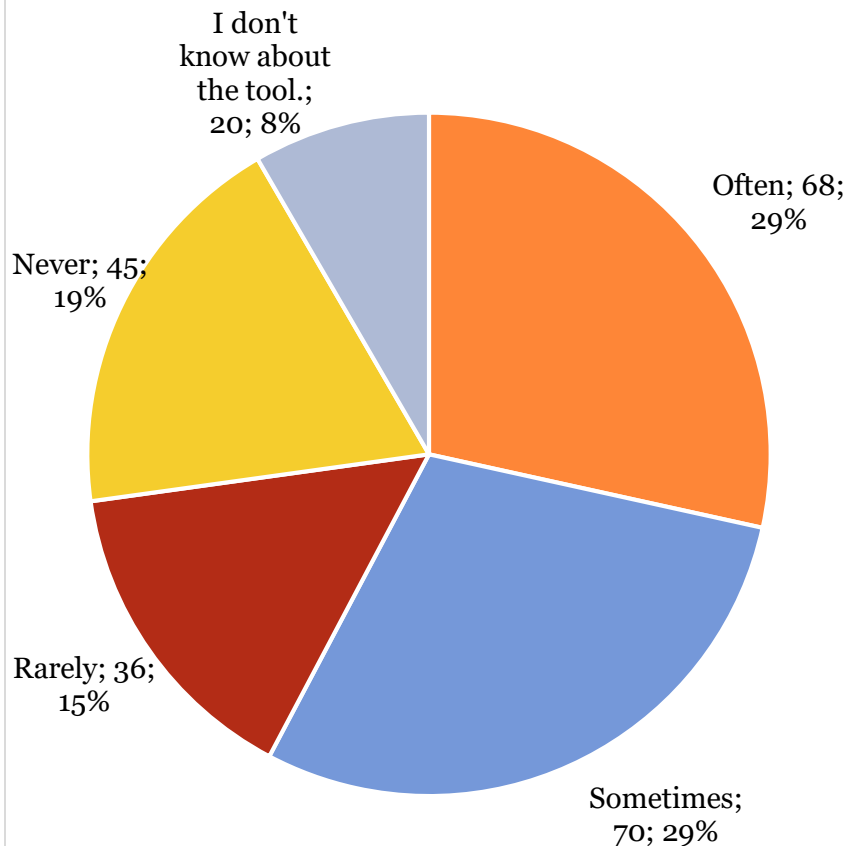
User levels of Blackboard

Categorisation of Blackboard Tools

Distribution Tools	Contacts, Build Content (create / upload materials), Flickr Photo, Glossary, Math Editor, SlideShare Presentation, YouTube Video
Communication Tools	Announcements ,Calendar, Course Messages, Send Email
Interaction Tools	Assignment, Blackboard Collaborate, Blogs, Collaboration, Discussion Board, Groups, Journals, Mobile Compatible Test, Softchalk, Test / Survey, Turning Technologies Tool, Turnitin Assignment, Virtual Classroom, Wikis
Course Management Tools	Blackboard Help, Evaluation Tools, Grade Centre / My Grades, Rubrics, Tasks

Distribution tools used most frequently

Contacts

- I don't know about the tool.; 20; 8%
- Often; 68; 29%
- Never; 45; 19%
- Rarely; 36; 15%
- Sometimes; 70; 29%

Build Content (create / upload materials)

- I don't know about the tool.; 14; 6%
- Never; 11; 5%
- Rarely; 15; 6%
- Sometimes; 38; 16%
- Often; 161; 67%
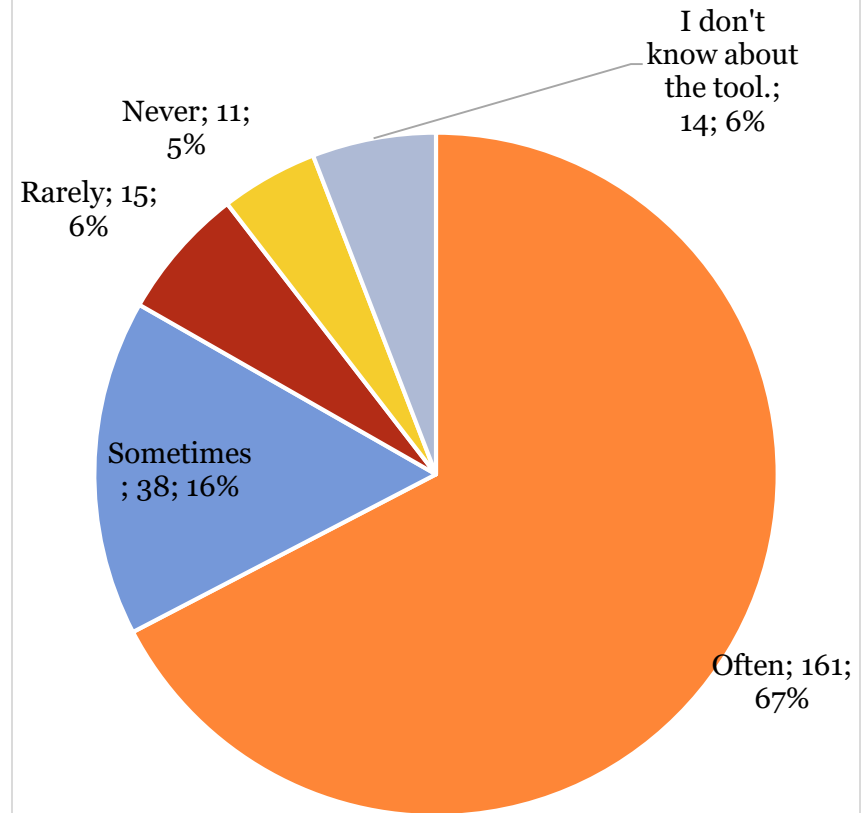
The Ease of usage of specified distribution tools in Blackboard

Contacts

- N/A; 66; 28%
- Very easy to use; 68; 28%
- Very difficult to use; 5; 2%
- Somewhat difficult to use; 16; 7%
- Somewhat easy to use; 84; 35%

Build Content (create / upload materials)

- Very difficult to use; 1; 1%
- N/A; 27; 11%
- Somewhat difficult to use; 24; 10%
- Very easy to use; 96; 40%
- Somewhat easy to use; 91; 38%
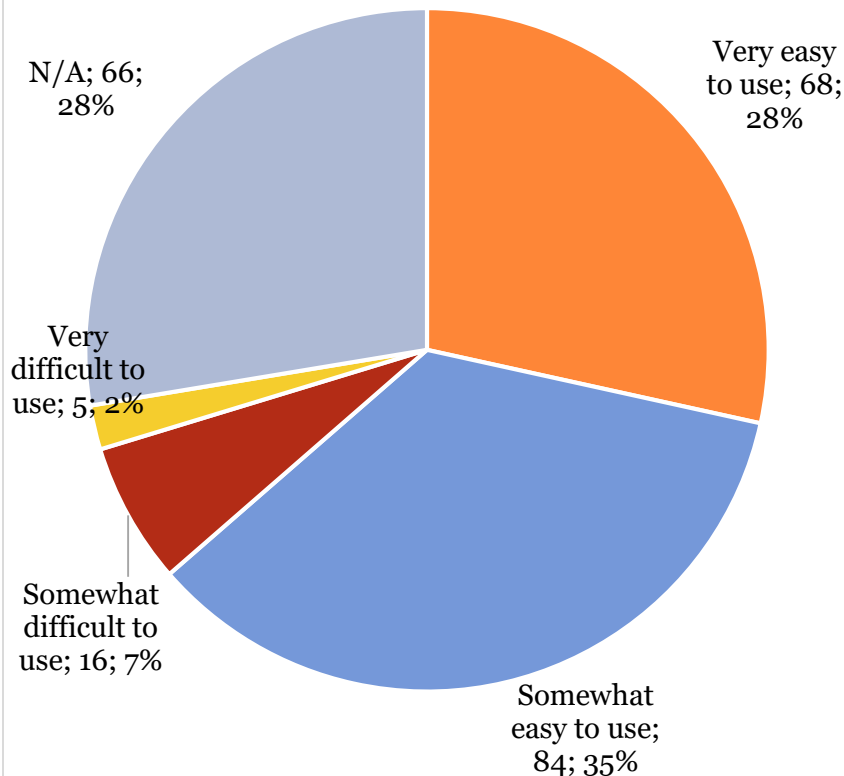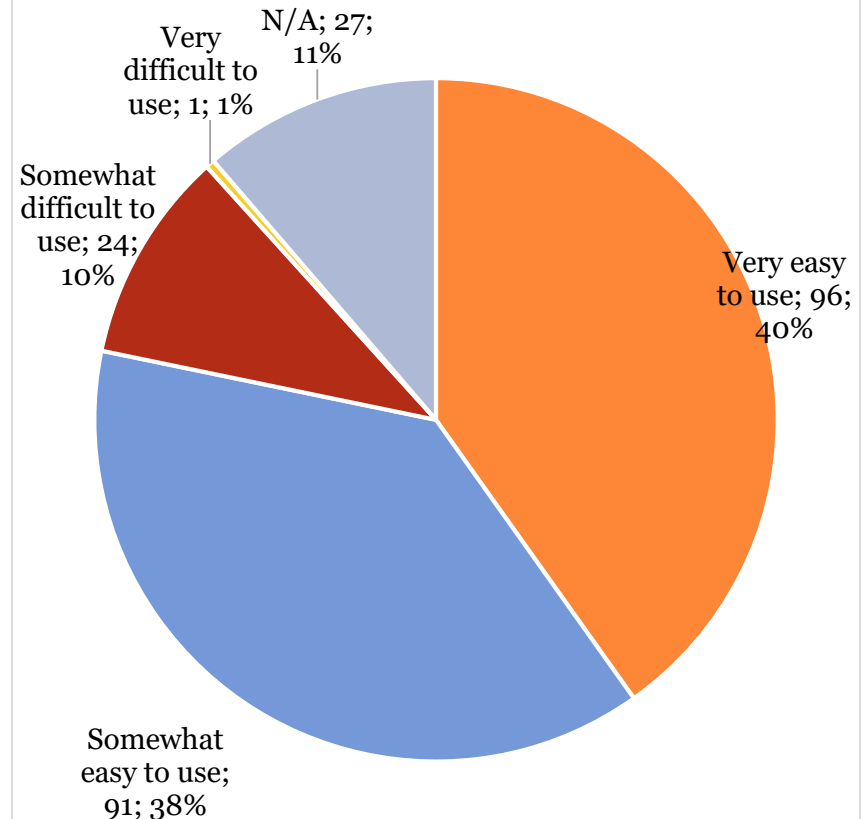
	Most frequently used and easy to use	Tools not known about and/or not used
Distribution Tools	Contacts, Build Content	Flickr Photo, Glossary, Math Editor, SlideShare Presentation, YouTube Video
Communication Tools	Announcements, Course Messages, Send Email	Calendar
Interaction Tools	Assignment, Discussion Board, Groups, Test / Survey, Turnitin Assignment	Blackboard Collaborate, Blogs, Collaboration, Journals, Mobile Compatible Test, Softchalk, Turning Technologies Tool, Virtual Classroom, Wikis
Course Management Tools	Blackboard Help, Grade Centre / My Grades	Evaluation Tools, Rubrics, Tasks

Learn@PolyU has...

Learn@PolyU has improved the communication between my students and I.

Learn@PolyU has allowed me to try out different teaching approaches and learning activities.
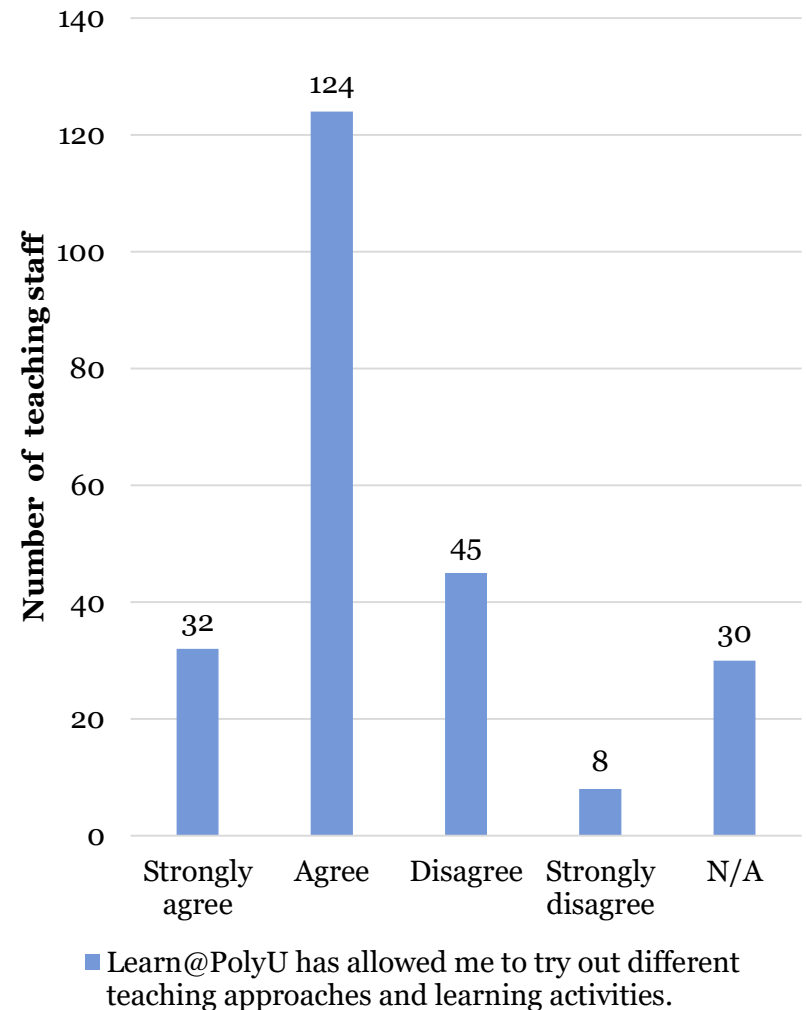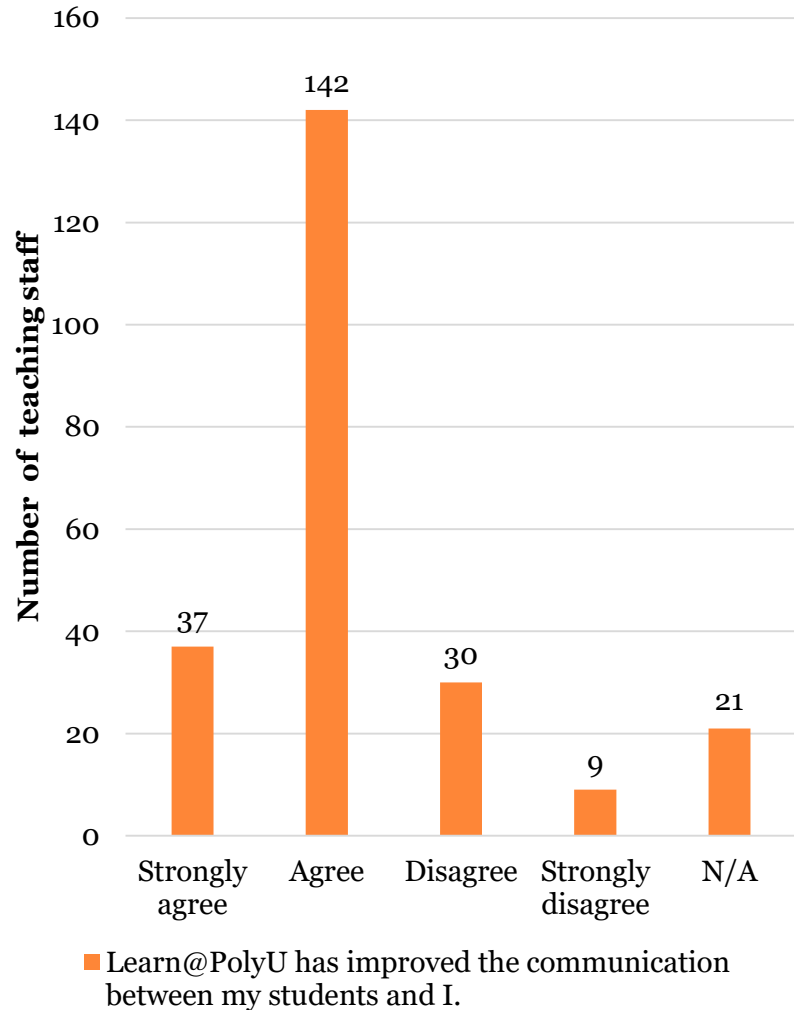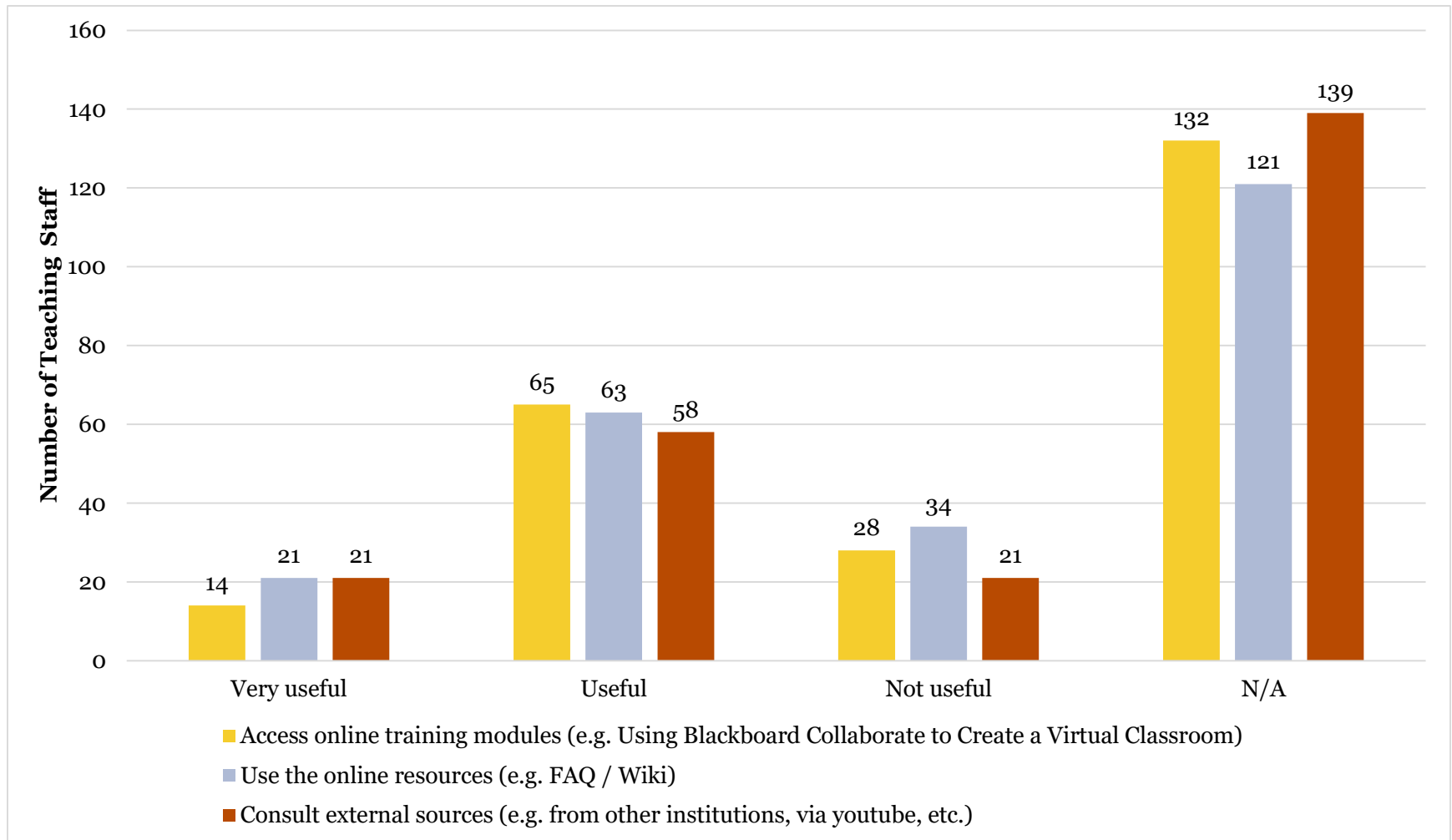
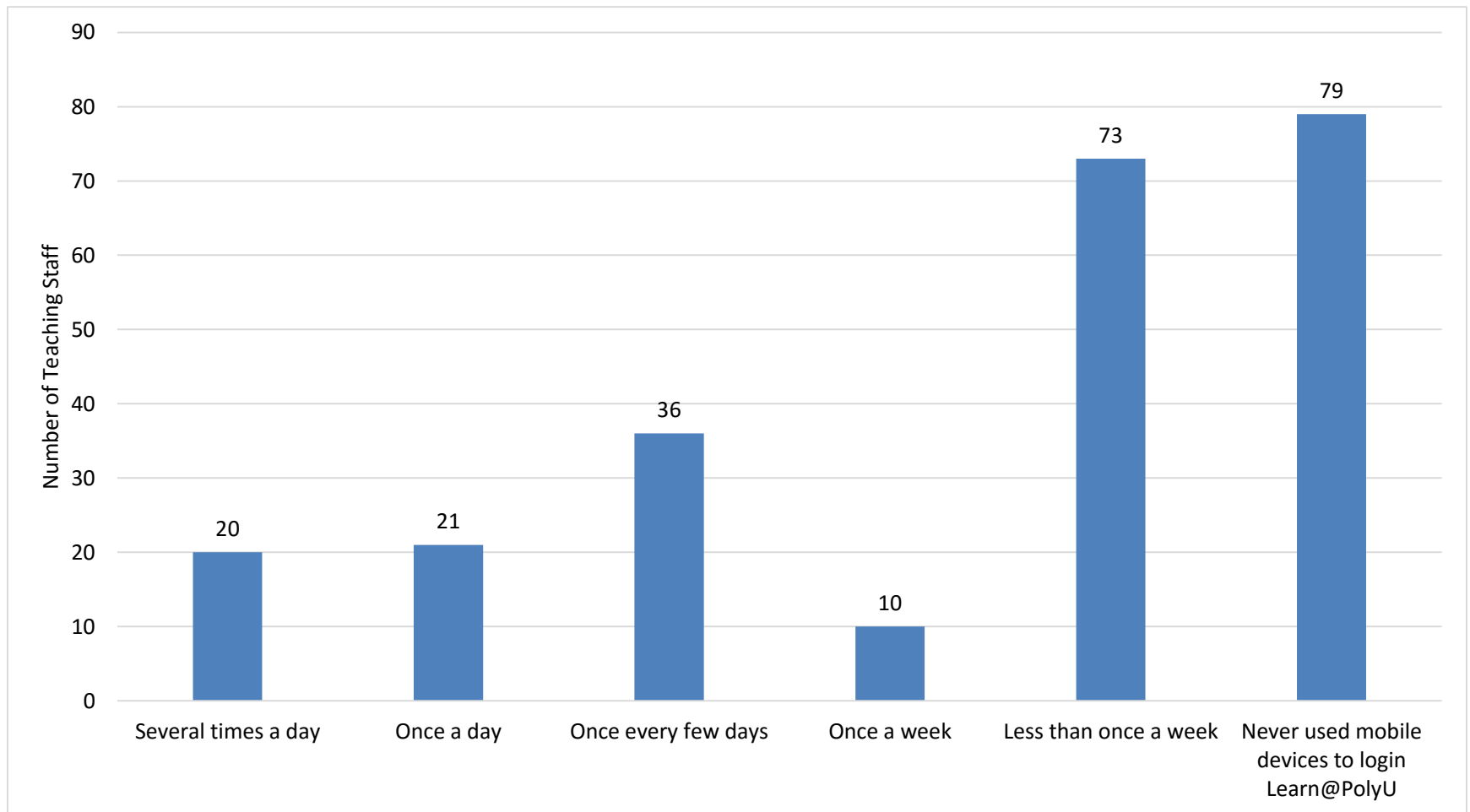# Usefulness of the activities for updating the news in Learn@PolyU

Usefulness of the activities for updating the news in Learn@PolyU

Chart — Y-axis: Number of Teaching Staff (0 to 160)

| Category	Access online training modules (e.g. Using Blackboard Collaborate to Create a Virtual Classroom)	Use the online resources (e.g. FAQ / Wiki)	Consult external sources (e.g. from other institutions, via youtube, etc.)
Very useful	14	21	21
Useful	65	63	58
Not useful	28	34	21
N/A	132	121	139

In an average teaching week, how often did you use your mobile devices to access Learn@PolyU
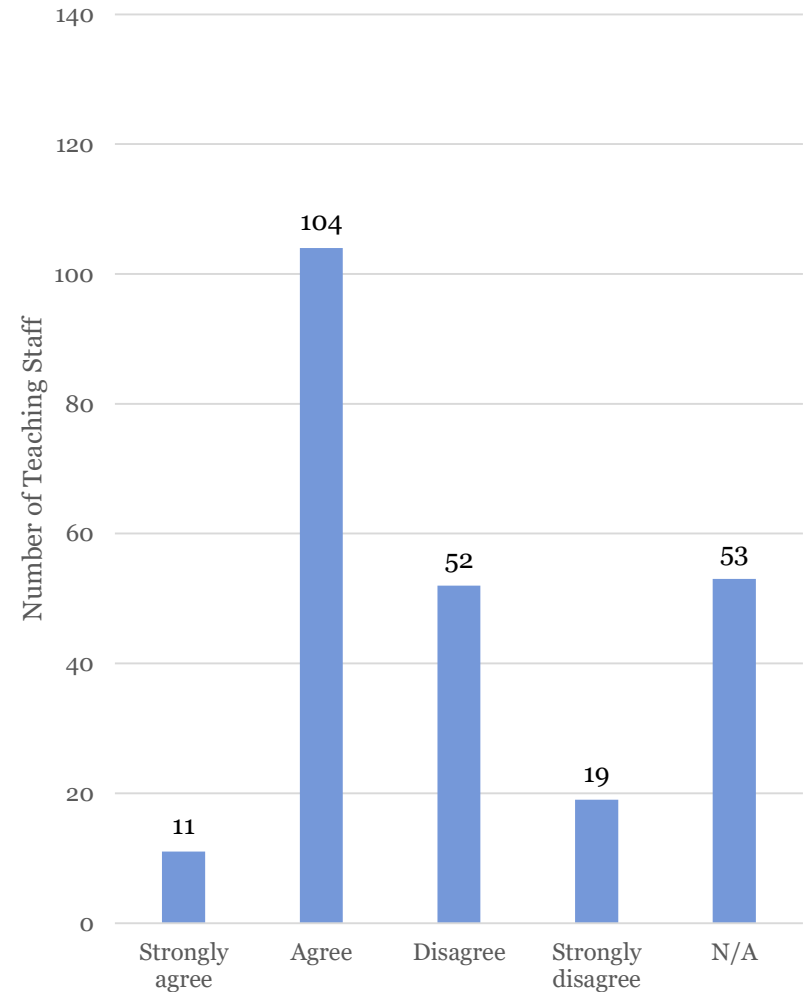
Does your department / school / faculty provide training sessions on Learn@PolyU?
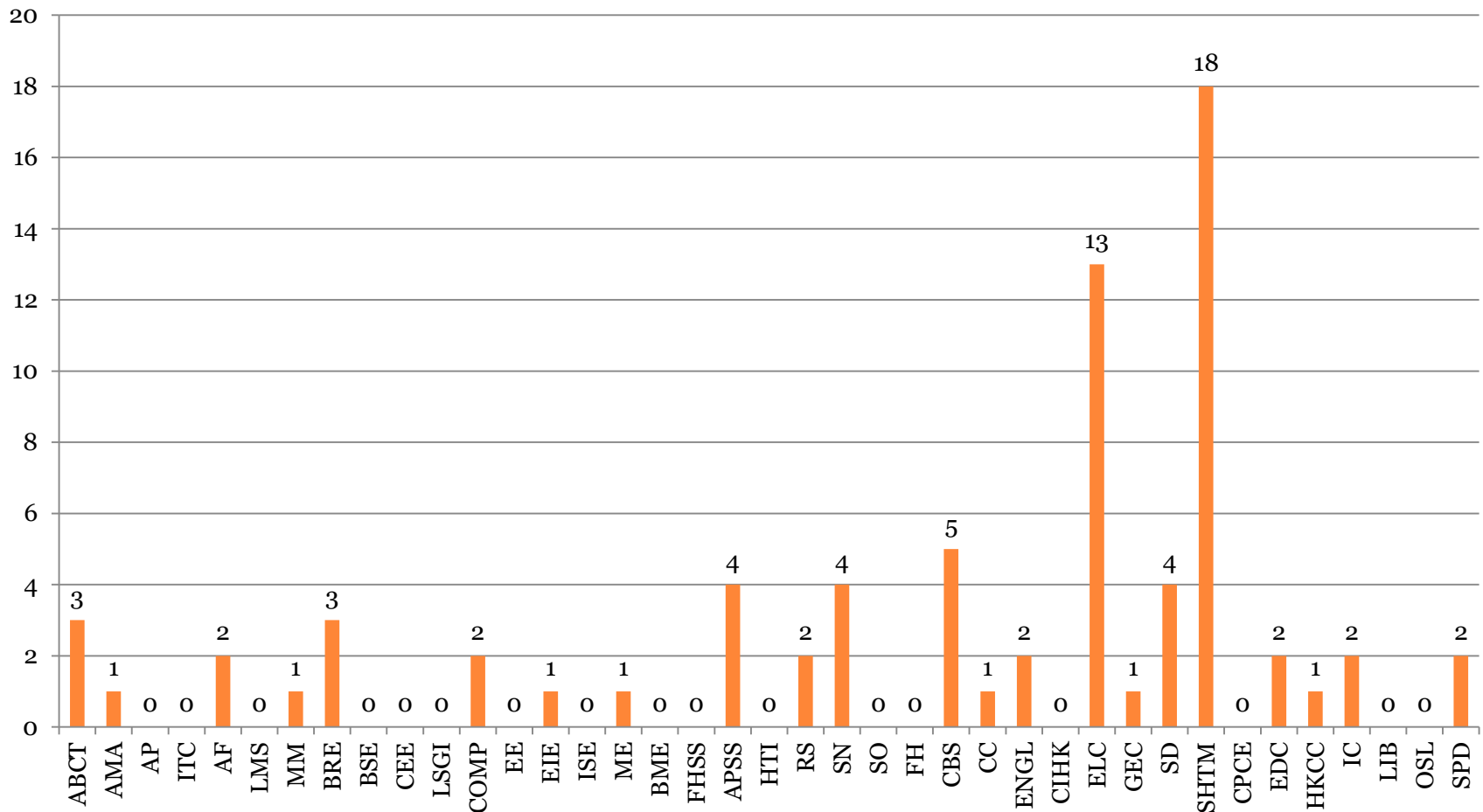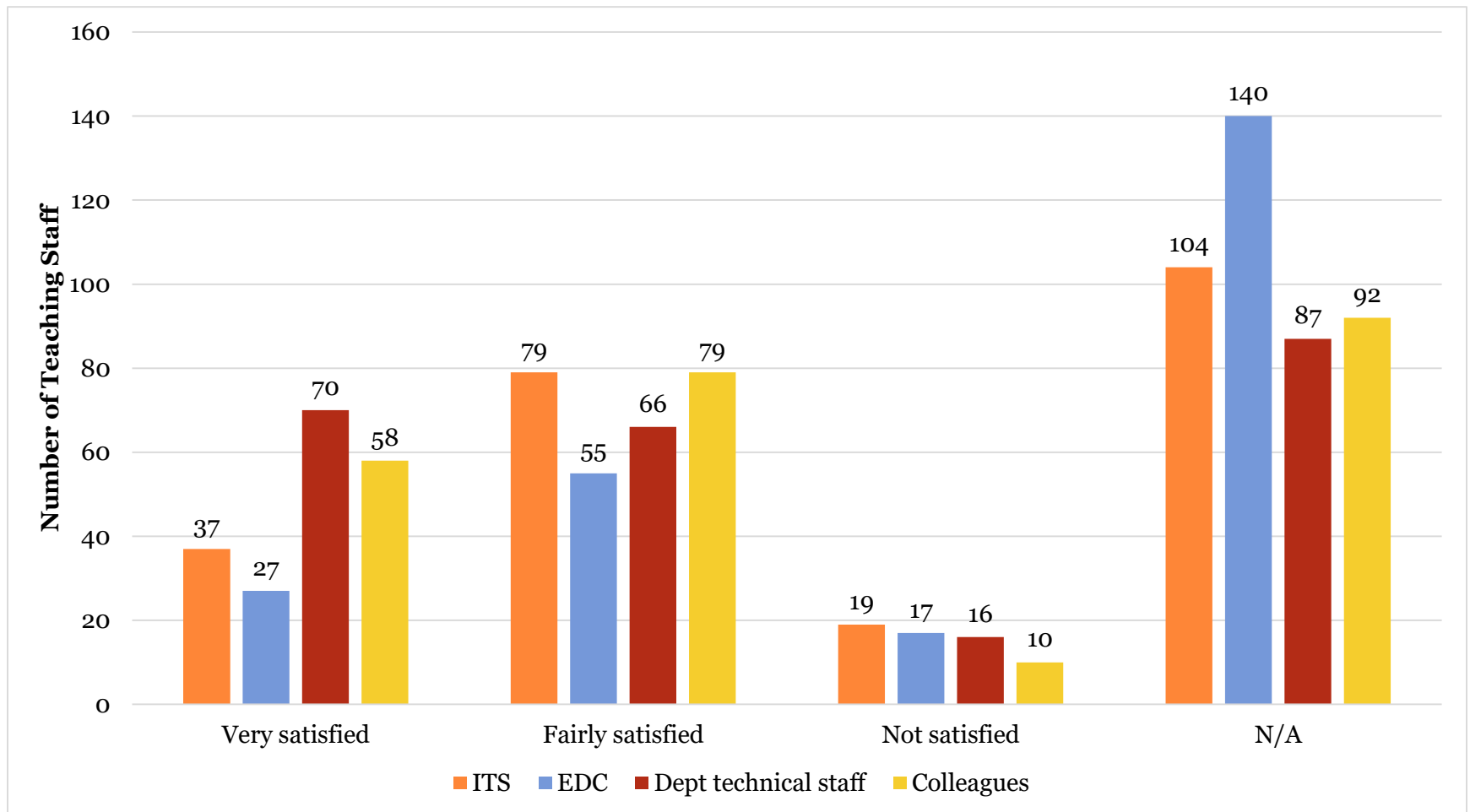
I have experienced **little or no technical problems** when trying to access Learn@PolyU.
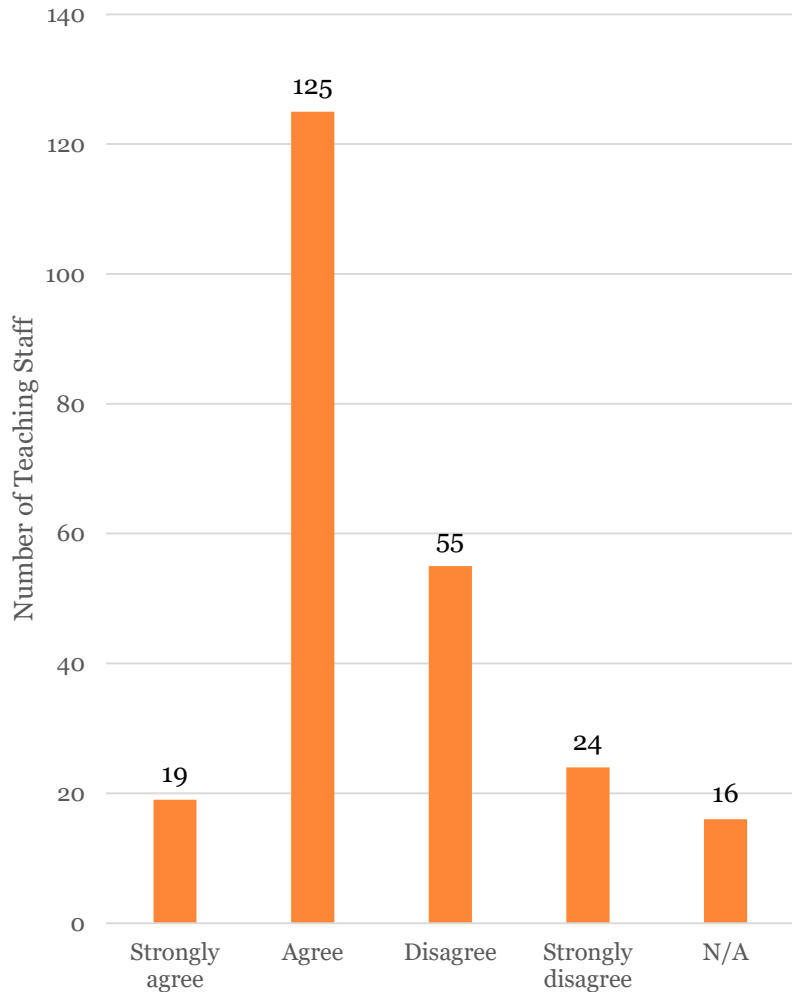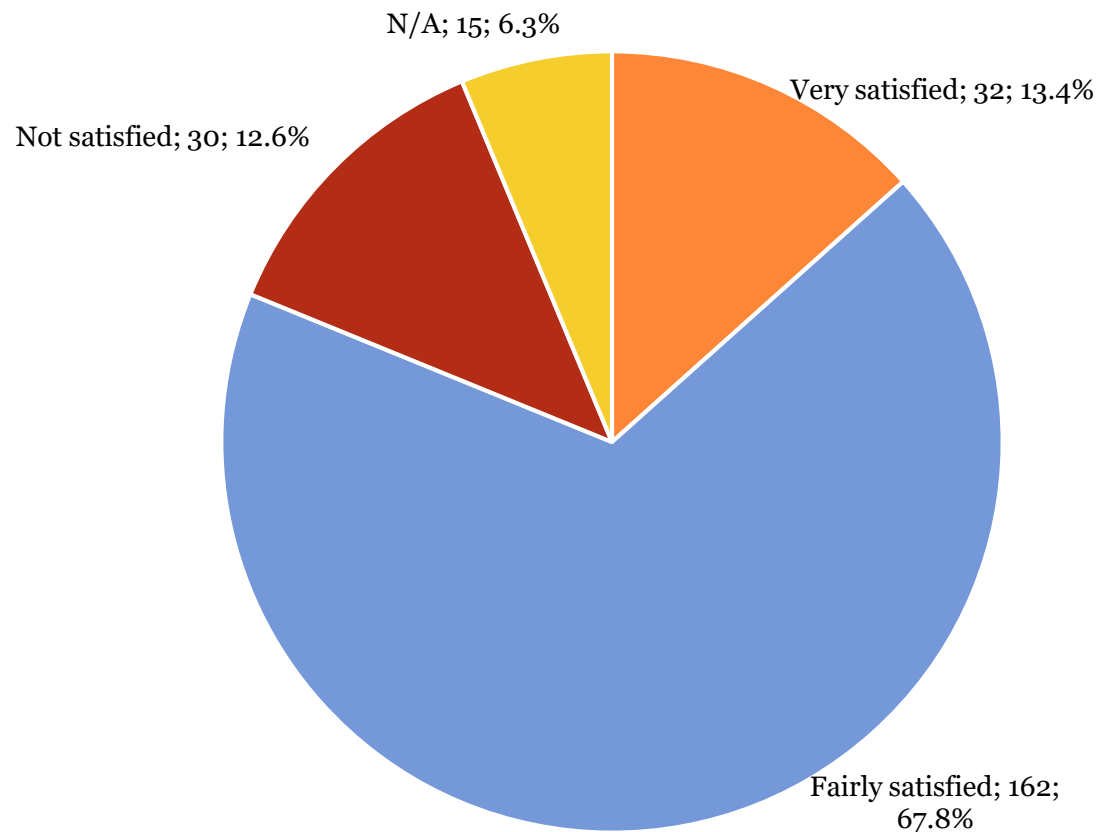
I have been able to obtain **effective technical support** in using Learn@PolyU.

Satisfaction of technical Support Provided from different departments

Overall Satisfaction with Learn@PolyU

N/A; 15; 6.3%

Not satisfied; 30; 12.6%

Very satisfied; 32; 13.4%

Fairly satisfied; 162; 67.8%

Open Ended Question

Do you have any suggestions about ways in which Learn@PolyU could be improved and/or further developed?

- *"Make Grade Centre screen bigger so that all inputs ... visible at the same time. Make group email reliable. Make Grade Centre click on a grade, not type in a grade."*
- *"... teacher can upload the copies in a batch/zipped file. Then, Blackboard can distribute the copies to students individually."*
- *"The handling of courses ... may be simplified by using just one course code but allowed to move the same course from one semester to the other ..."*
- *"... when assignments are too large to pack and download, the system simply timed out itself and log you out without any explanation of the reason..."*

Suggestions on improvements

- *"… a rep from every center, dept or faculty to act as the contact person so that needs for eLearning can be customized! These people can then form a sub-committee under the University Teaching and Learning Committee …"*

- *"… Last year, there was someone there and it was really helpful but after that person left, the support centre personal never get back to questions asked."*

Future Plan

- To include responses from Year 1 students (students enrolled 2015/16) in the 2nd round of data analysis;
- Possible correlations among the data; and
- Review of the design and structure of the survey.

Thank you!