Online Survey of Blackboard Usage

2nd Round Data Analysis Results
(Apr 2016)

Using Blackboard LMS to Enhance Learning & Teaching
Community of Practice @ PolyU

Overview

- Background
- Part A: Student survey
- Part B: Teaching staff survey

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.

Responses

	Students	Teaching staff
Completed responses	2199 (10.3%) *	250 (13.5%)#
Responses used in 2nd round of data analysis	1522 (7.1%)*	239 (12.9%)#
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. In the 2nd round data analysis:
- responses from Year1 students included
- responses from duplicate IDs removed
- responses showing 0 subjects and 0 bb subjects taken removed

According to HRO, the total number of teaching staff as of 30/09/2015 was 1848.

Part A: Student survey

- Review
- On department basis
- On the basis of access frequency

Review of the students' survey

- Majority of the students…
  - were satisfied with Learn@PolyU;
  - found Learn@PolyU helped to make their learning more effective and improve communications;
  - sought help from classmates and/or teachers when having technical problems; and
  - wanted to have more subjects on Learn@PolyU.

Number of the subjects student took involved using Learn@PolyU

Dept (*n*)	Average number of Bb subjects	Dept (*n*)	Average number of Bb subjects
AF (123)	7.9	FAST (21)	6.9
BRE (39)	7.9	SO (9)	6.9
RS (64)	7.7	CC (8)	6.9
EE (37)	7.5	AP (22)	6.9
HTI (51)	7.4	FHSS (23)	6.8
COMP (58)	7.4	ME (39)	6.8
LMS (44)	7.3	BSE (42)	6.7
ISE (54)	7.0	APSS (35)	6.7
FENG (29)	7.0	FH (17)	6.6

Average number of bb subjects of all depts = 6.5

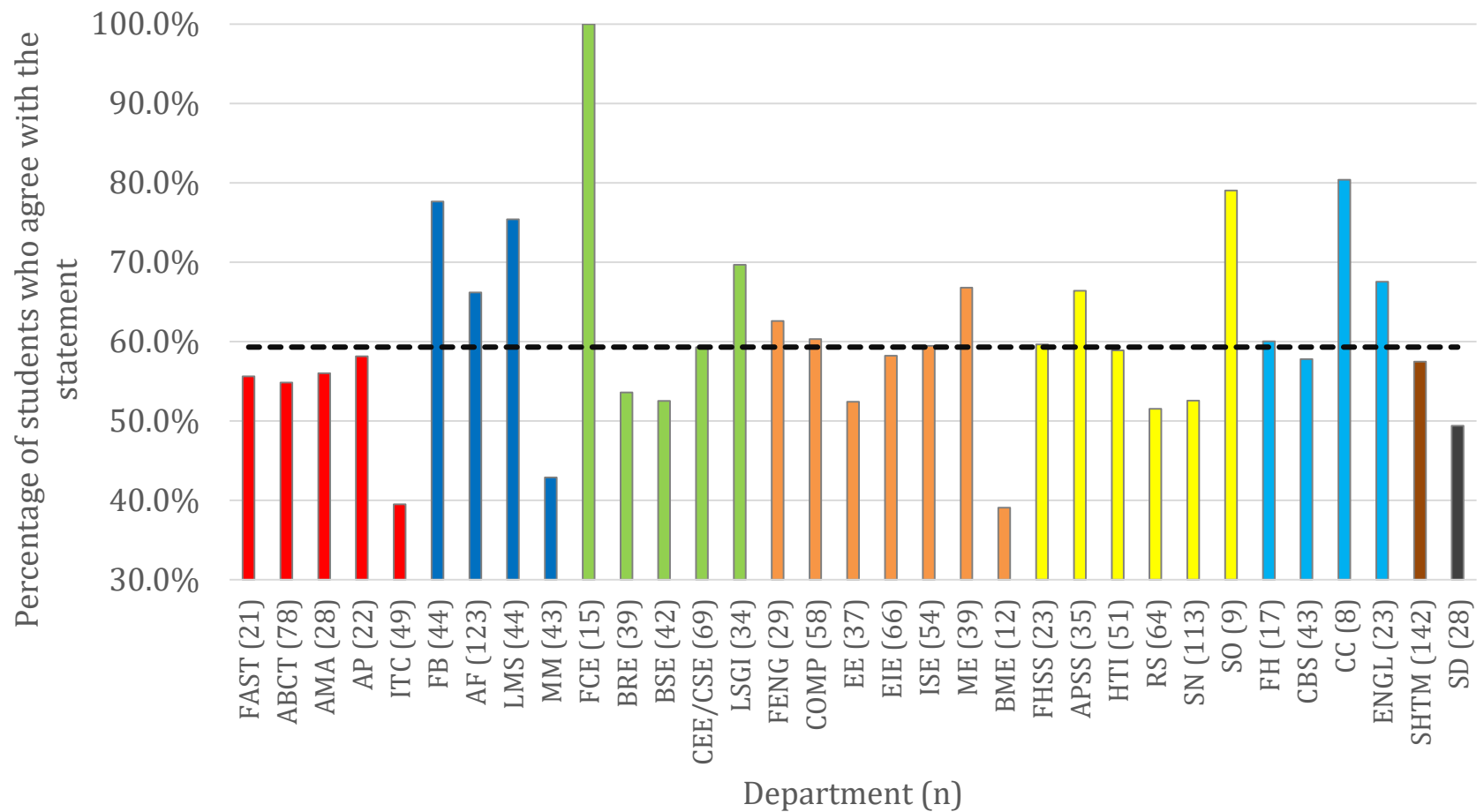# Percentage of students who accessed Learn@PolyU **at least once a day**

Dept (*n*)	Percentage	Dept (*n*)	Percentage
FHSS (23)	87.0%	SN (113)	73.5%
FAST (21)	85.7%	RS (64)	73.4%
AMA (28)	85.7%	SHTM (142)	73.2%
FCE (15)	80.0%	LMS (44)	72.7%
FB (44)	79.5%	FH (17)	70.6%
HTI (51)	78.4%	EE (37)	70.3%
AF (123)	75.6%	AP (22)	68.2%
CC (8)	75.0%	SO (9)	66.7%

Average % of students who access Learn@PolyU at least once a day = 65.7%
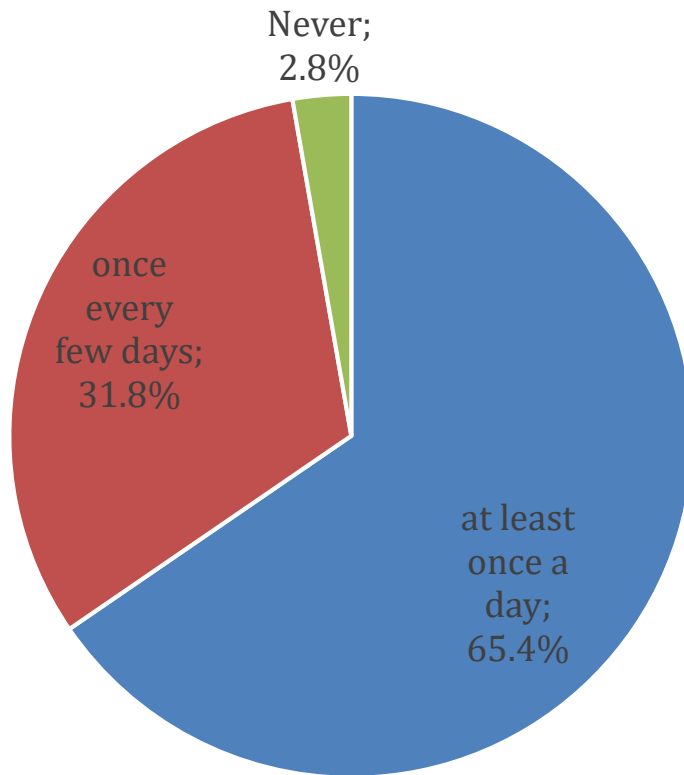
By looking at the percentages of each dept

- At least 82.1% students from each dept found the features of Learn@PolyU **easy to use**;

- At least 70.1% students from each dept thought that the Learn@PolyU **improved the communication** between their teachers and them except AP and FENG;

- At least 79.2% students from each dept agreed that the use of Learn@PolyU in their courses has helped to make their learning **more effective**; and

- At least 85.0% of students from each dept were **satisfied** with Learn@PolyU except AP

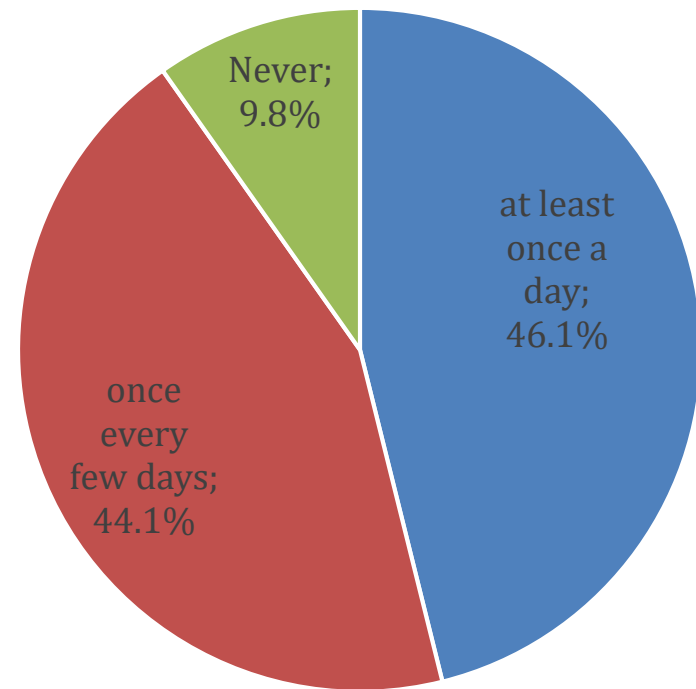# Learn@PolyU has improved the communication among students

In an average teaching week, the frequency of access

Accessing Learn@PolyU	Using mobile devices

Accessing Learn@PolyU pie chart:
- Never; 2.8%
- once every few days; 31.8%
- at least once a day; 65.4%

Using mobile devices pie chart:
- Never; 9.8%
- at least once a day; 46.1%
- once every few days; 44.1%

On the basis of access frequency

- Of the students who accessed Learn@PolyU at least once a day
  - 93.1% found **the features** of Learn@PolyU **easy to use;**
  - 83.6% agreed that Learn@PolyU **improved the communication** between students and teachers;
  - 93.6% agreed that the use of Learn@PolyU courses helped to make their learning **more effective**;
  - 93.4% were **satisfied** with Learn@PolyU; and
 - 59.1% agreed that Learn@PolyU **improved the communication** among students

Part B: Teacher survey

- Review
- On the basis of user level of using Bb
- Factors affecting satisfaction level

Review of the responses from teaching staff

- ▫ The user level varied.
- ▫ Tools frequently used were the same as those were found easy to use.
- ▫ Majority of the teachers …
  - agreed Learn@PolyU improved communication and allowed them to try different teaching approaches;
  - encountered a little and no technical problems; and
  - were also satisfied with the technical supports provided.

Satisfaction level on supporting units
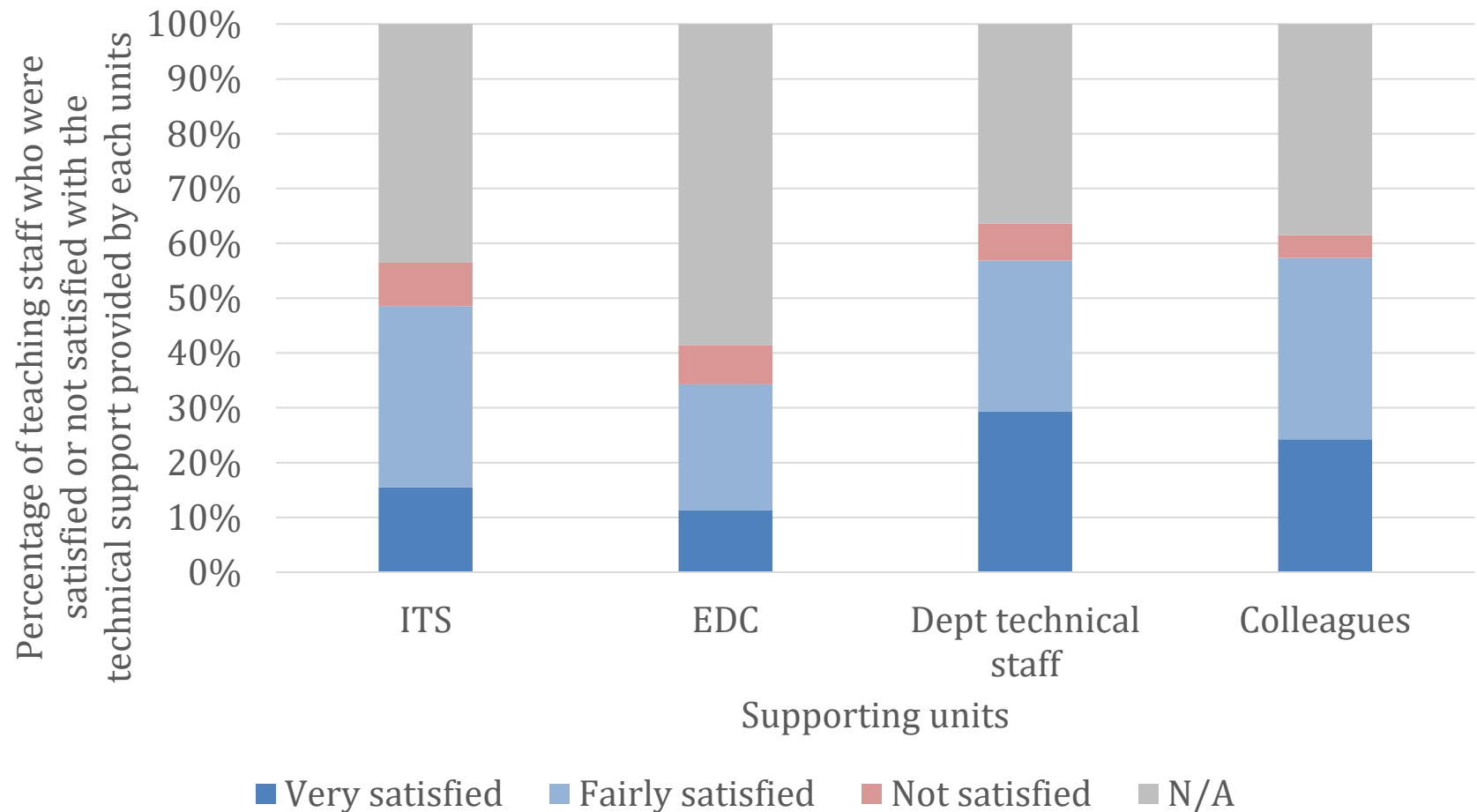
To have hands-on technical support in person

Overall satisfaction with Learn@PolyU
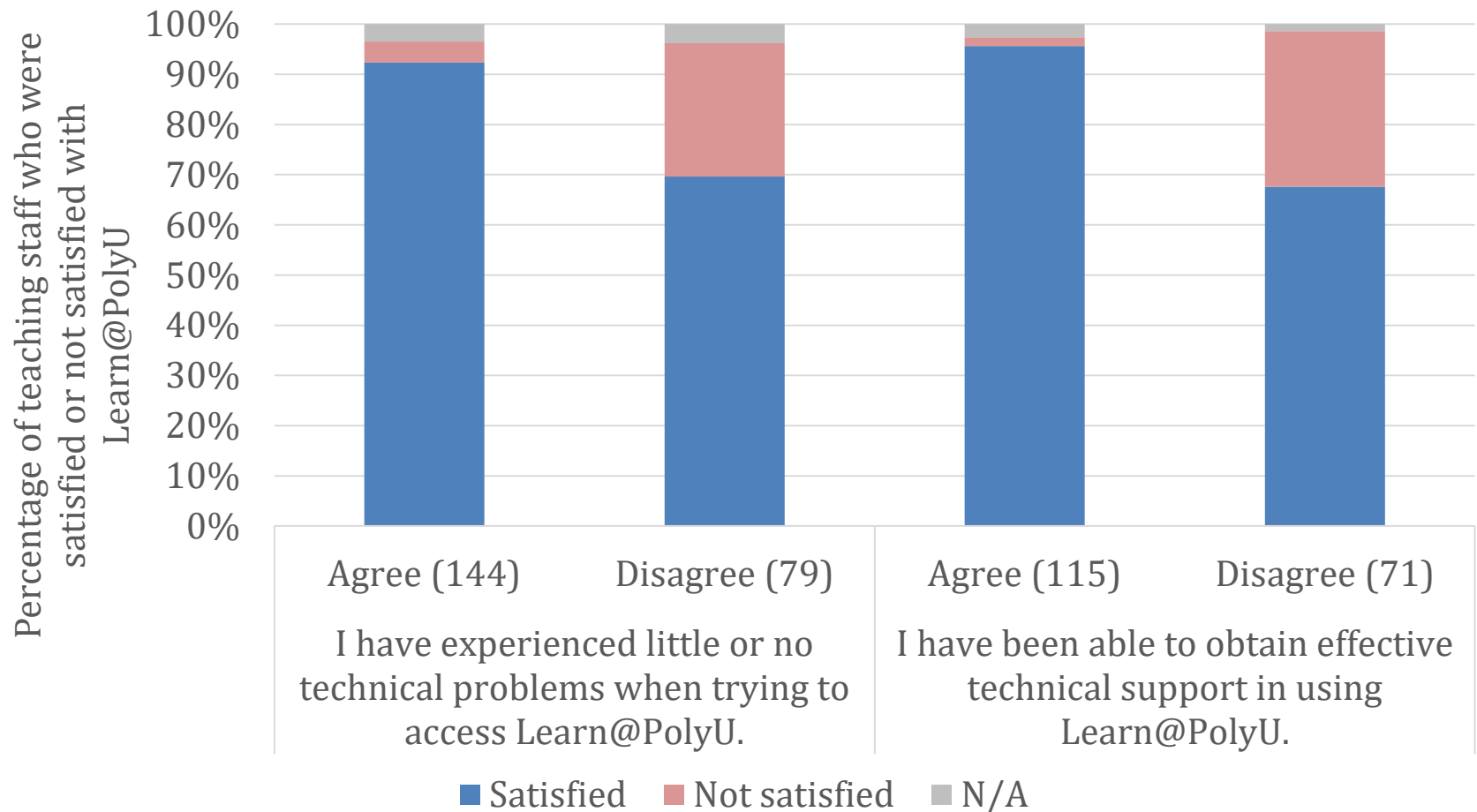
Factors affecting satisfaction level

- To increase teaching staff's satisfaction on Learn@PolyU:
  - To increase the stability of the system in terms of reducing recurring technical problems
  - To provide effective technical support to user

Future Plan

- Link up with Big Data Project if possible
- Conduct focus Group/FAQs/case studies on usage of Learn@PolyU;
- Review the design and structure of the survey;
- Analyse survey results of a particular department; and (by request)
- Conduct a survey for a particular department (by request)

Thank you!