Faculty/ Staff Satisfaction Survey 2022-2023

Faculty/Staff Response Rate 149

# Goal:

The COLTT LMS Support and Instructional Design team will maintain a satisfactory performance of 85% and above of services provided to UTRGV students, faculty, and staff.

## Satisfaction Rates

Overall satisfaction of services provided:

* LMS Support Team: 91%
* Instructional Design Support Team: 93%

# Background:

|  |  |  |  |
| --- | --- | --- | --- |
| Male Female Icon Vector Art, Icons, and Graphics for Free Download Faculty Rank |  | Image result for Colleges icon College |  |
| Full Professor | 18.8% | Liberal Arts | 26% |
| Associate Professor | 19.5% | Education & P-16 Integration | 13% |
| Assistant Professor | 14.0% | Sciences | 11% |
| Clinical Associate Professor | 2.01% | Health Affairs | 14% |
| Adjunct | 8.72% | Business & Entrepreneurship | 12% |
| Lecture III | 9.4% | Engineering & Computer Science | 9% |
| Lecture II | 8.05% | University College | 0% |
| Lecture I | 15.4% | Fine Arts | 5% |
| One Year Lecturers | 1.3% | Nursing | 3% |
| Staff | 2.68% | Social Work | 5% |
|  |  | Medicine | 1% |

|  |  |  |  |
| --- | --- | --- | --- |
| Motivation to use LMS |  | Proficiency with LMS |  |
| Teach Online & Hybrid | 23% | Beginner | 3.0% |
| Supplemental F2F Courses  | 19% | Intermediate | 16.0% |
| Ease of course material | 20% | Advanced | 59.0% |
| Student Convenience | 18% | Expert | 22.0% |
| Features and Tools | 14% |  |  |
| Division Mandate | 3% |  |  |
| Other* Best practice in HE to have a good LMS like BB as part of learning.
* Required by institution
* Secure place to post assignments/ materials
* Ease of grading
* Facilitates international work, no physical barriers or restrictions
 | 2% |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Modalities Taught | % | Avg Years (Max/Min) | Methods of Getting Help | **#** |
| Face-To-Face | 93.3% | 14.0 (40/0) | COLTT Blackboard Support | 120 |
| Hybrid | 73.9% | 4.7 (15/0) | COLLT Instructional Designers | 92 |
| Fully Online | 89.2% | 5.9 (25/0) | IT Support | 54 |
|  |  |  | Colleague | 41 |
|  |  |  | Online (Ex. YouTube) | 28 |
|  |  |  | 24/7 Support After Hours | 22 |
|  |  |  | Blackboard Help Website | 23 |
|  |  |  | Students | 8 |
|  |  |  | COLTT Blog | 7 |
|  |  |  | Other* Blackboard Company webinars recordings
* Learn by myself
* Not a fan of after hour support
 |  |

# Satisfaction Results:

## LMS Support Team Satisfaction Results

|  |  |  |
| --- | --- | --- |
| Method of Contact | Satisfaction | % |
| Phone | 33%  | 91% Overall Satisfied |  |
| Email | 29%  | Very Satisfied | 83% |
| Submit Ticket | 5% | Somewhat Satisfied | 9% |
| Chat | 31%  | Neutral | 4% |
| Other | 1%* Attend Session
* Self
* At Office
 | Somewhat Dissatisfied | 1% |
|  |  | Very dissatisfied | 3% |

**Feedback to Better Support Faculty and Staff:**

Overall feedback is very positive, below I included only those that had recommendations.

* Staff related:
	+ The last time i reached out i felt the response from the technician was abrasive. Although i am a Dr I don't fully understand IT stuff at time. I try to now go online to receive assistance versus submitting a ticket.
	+ Quicker responses to emails
	+ Not all the support personnel is equally prepared to answer my questions. Some are much more knowledgeable
	+ I appreciate it when staff are verbal and describe what they are trying to do instead of experiencing "dead silence." I don't like it when they tell me I can use a ticket or when they refer me to non-human resources. I learn best with a human being.
* Phone
	+ Answer phone calls more quickly; many times I'm waiting for over 10-15 minutes.
	+ A direct number to call
	+ Phone is not readily available any more, you should have comment boxes for these questions
	+ Have a special number for faculty to get through besides that awful answering stuff when we call
	+ Providing direct access to the instructional designer (ID) may be one idea.
* Transition to New LMS
	+ Very concerned/ apprehensive about the upcoming transition away from Blackboard
* Notifications
	+ Overall, COLTT does a good job of troubleshooting. Too many changes are made, however, with no notification to faculty (eg when tools like Perusall are made available).
* Other
	+ I think you do a good job. One way you could help would be that there are a lot of very time-consuming tasks that have to be completed in order to redeploy a course for a new semester--for example, adjusting dates (where the Date Management tool doesn't work well). To get some help with that would be great.

##  24/7 Support Satisfaction Responses

77% Overall Satisfaction of Support

|  |  |
| --- | --- |
| Satisfaction | % |
| * 59% Very Satisfied
 | 59% |
| * 18% Somewhat Satisfied
 | 18% |
| * 18% Neutral
 | 18% |
| * 0% Somewhat Dissatisfied
 | 0% |
| * 5% Very Dissatisfied
 | 5% |

**After Hour Support Feedback**

* The people who answer phones can't help with certain applications (panopto, softchalk, and others), and rather than refer me to someone who can they provide misinformation or tell me it can't be done. On the tickets, I get vague answers like "that can't be done". In at least one case, the protocol has changed from previous semesters, and rather than explain that problem, I get no resolution
* The availability to call and get problems resolved is central. The after-hours service is key as many students work late nights and need responses after hours.
* COLTT Blackboard Support Staff are very supportive and patient with me. It would be great if there would be an evening support staff to speak with when I am working on my courses in the evening.

##  Instructional Design

93% Overall Satisfied

|  |  |  |  |
| --- | --- | --- | --- |
| Method of Contact | % | Satisfaction of Services |  |
| Phone | 19% | Very Satisfied | 85% |
| Email | 52% | Somewhat Satisfied | 8% |
| Zoom | 9% | Neutral | 6% |
| Submit Ticket | 11% | Very Dissatisfied | 1% |
| Teams | 5% |  |  |
| Not aware of ID | 2% |  |  |
| Other* Phone is no longer really an option
 | 2% |  |  |

**Area to improve:**

Overall, most comments are positive, stating to keep up the good work. Below I included comments that focused on recommendations to improve:

* Phone
	+ Be more available. You are technically available 24 hrs/day however it can be difficult to get a hold of someone at times. Stop providing a general phone number as your contact number because often times the person who answers has no clue who you are or how to get a hold of you. Provide a more direct way. Also, please be more professional in your communication. We can do without the poor attitude/rudeness.
* Trainings
	+ "Trainings" are usually more information sessions than actual training.
	+ Specialized trainings.
	+ Workshops that accomplish a specific task. For instance, if there's a workshop on creating Panopto lectures, faculty should leave the workshop with their lecture complete and ready to post to Bb. So, not just an introductory presentation.
* Other
	+ I was contacted before I started my position at UTRGV; and then not again.
	+ Newsletter on what’s out there that i need to put on my radar
	+ Eliminate the QM training/certification process.

#  Training

|  |  |  |  |
| --- | --- | --- | --- |
| Best Means to Communicate New Trainings | % | Preferred Training Modality | % |
| Email | 61% | Zoom Live Sessions | 27% |
| Messenger | 11% | Face-to-Face | 15% |
| UTRGV Training Site | 15% | Online Self-Paced | 20% |
| UTRGV Calendar | 10% | Prerecorded |  16% |
| Other:* Popup in Blackboard
* COLTT Webpage
 | 2% | Hybrid Format |  7% |
|  |  | Micro-Learning |  4% |
|  |  | Handouts |  9% |
|  |  | Bootcamp |  1% |
|  |  | Other |  1% |

## Q: What new topics, related to e-learning, would you be interested in?

## Instructional Developer Designers Training Recommendations:

* Engagement
	+ Keeping students interested in the class during online lectures or discussions.
	+ Effective strategies to engage students in online (both Synch & Asynch) instruction
* Hybrid
	+ Hy Flex learning; Online SYNCHRONOUS; Panopto editing
	+ Hybrid class integration
* Creating videos and recording, edit the videos
	+ How to capture my screen with better tools than Panopto to make and editing videos.
	+ Make them look more professional
	+ Better use of technology, videos, polling, etc.
	+ better recording options
* AI
	+ Artificial Intelligence management (academic integrity, proctoring exams online).
	+ Use of AI, how to create student and instructor presence
	+ AI integration - ChatGPT and so forth. Newly emerging equipment and resources.
	+ Managing AI / LLM through teaching effectively while avoiding student plagiarism. (AI / LLM is the big issue in 2023.)
	+ AI challenges
	+ Artificial Intelligence
	+ AI
	+ Integrating AI (chatgpt) into my course
	+ AI issues
* Other Topics:
	+ Academic integrity in online learning; online learning integration w/ electronic library resources;
	+ Trends (student and industry)
	+ Do's & Don't
	+ Best Practices ("cool stuff")
	+ Sustainability
	+ Design techniques for course success
* Gamification: had resources to allow faculty to add gamification elements to courses. Adult learners may not respond well to fully gamified courses, but there are some gamification features, like personal leaderboards that could be used to let learners know where they stand in a course, and how many points they may need to earn an 'A'. Also, embedded quick knowledge checks presented as a gamified pop quiz at the end of modules might entice learners to check their knowledge to gauge their understanding of the content materials.

## LMS Technology Team Training Recommendations

* Panopto
	+ New apps to incorporate into the courses, Panopto training.
	+ I would like to learn more about Panopto, including how to connect Panopto videos to Teams.
	+ Panopto
	+ Panopto
	+ advanced Panopto features
* Softchalk
	+ Soft Chalk trainings and other interactive additions for students online.
	+ and Soft Chalk
* Gradebook
	+ Gradebook ( basic and advanced ) I
	+ Grade book. Transferring content from one class to another. like rubrics.
	+ Clearing grade center for new semester.
* Groups
	+ learn more about features I can use in my class. I need to learn how to put the class in groups, etc
	+ online group chat and how to prepare group presentations online
* Testing
	+ Maintaining exam integrity through Respondus or other means.
	+ Maybe how to use browser lockdown.
	+ Online testing options
	+ Teaching online w/o lockdown, plagiarism detection, and other surveillance software.
	+ Questions pooling for Blackboard Exams.
	+ Efficiency in creating and modifying test, quiz, and/or assignments questions in bulk. Clicking on each individual question to modify a question takes way too much time from classroom preparedness.
* Assignments
	+ Creating multimodal assignments that students can create using the tools already available to them. For instance, if they're using Bb, can they video record \*in Blackboard\*? Or do they need to record using a different app, then upload it, then require the faculty to download that file?
* Zoom
	+ how to use whiteboard during zoom classes, how to use breakroom, Is there a way to record students attendance except asking them to sign in Chat for Zoom classes?
* Microsoft Teams
* How to create rubrics, advanced features like adaptive release, available resources to make course materials accessible. (It's great that I get feedback on what is not accessible, but there is not much information on if or how .pdf readings, for example, can be made visually accessible. I used these readings to keep class costs low, which is another University initiative.

## Training Recommendations:

* You need to consider making your training interesting i.e. not so dry.
* I would like to see training where you actually work with an instructor and peers to build activities in blackboard. (cross words, media with quizes, etc.)