Student Satisfaction Survey 2022-2023

N=299

A COLTT (Center for Online Learning and Teaching Technology) Blackboard Satisfaction Survey was sent through various means.

* Emailing all students who submitted a ticket through the COLTT Support Portal requesting assistance
* Emails sent to Accelerated Program Students
* Announcement posted in Blackboard Popup

# 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 for LMS Support Team: 85%

# Background of Students Completing Survey:

|  |  |  |  |
| --- | --- | --- | --- |
| Male Female Icon Vector Art, Icons, and Graphics for Free Download Classification | # | Image result for Colleges icon Degree Type | # |
| First-year student | 11% | Social Work | 20 |
| Sophomore | 11% | Biology | 17 |
| Junior | 19% | Curriculum & Instruction | 14 |
| Senior | 21% | Psychology | 14 |
| Graduate Student | 38% | Integrated Health Science | 13 |
| Age (Average 30.87) |  | Computer Science | 11 |
| 18 – 21 | 94 | MA in Higher Education | 11 |
| 22 – 29 | 67 | Accountancy | 10 |
| 30 – 39 | 53 | Criminal Justice | 10 |
| 40 – 49 | 50 | Master of Health Sciences | 10 |
| 50 – 70 | 27 | ... |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Course Format Taken |  | Course Format Preference |  |
| Traditional | 150 | Prefer Face to Face | 18% |
| Hybrid | 87 | Prefer Hybrid | 1% |
| Fully Online Synchronous | 73 | Prefer Online | 15% |
| Fully Online Asynchronous | 228 | Prefer mixture of F2F, Hybrid, & OL | 30% |
| Service Learning | 4 | Enrolled in fully online program | 11% |
| Courses taught in Spanish Only | 7 | Enrolled in Accelerated program | 23% |
| *“There’s not many online classes available for the courses i need i work as a teacher aid and work overtime and after school drive 1 hr and 30 min everday to UTRGV for the classes i need. i wish there wass more online courses available”* |  | Other   * All online classes and very much preferred * I prefer fully online | 1% |

|  |  |  |  |
| --- | --- | --- | --- |
| Confidence Level in using LMS |  | Confidence in using Supported Technology |  |
| Beginner | **6%** | Beginner | **13%** |
| Intermediate | 44% | Intermediate | **45%** |
| Advanced | 32% | Advanced | **29%** |
| Expert | 18% | Expert | **13%** |

|  |  |
| --- | --- |
| Methods of Getting Support N=287 |  |
| COLTT Bb Support – Brownsville & Edinburg | **76** |
| 24/7 online after hours | **52** |
| IT Support | **65** |
| Blackboard Help Webpage | **62** |
| Classmate | **117** |
| Online – Google or YouTube | **87** |
| Instructor | **123** |
| Other:   * Email instructor when all hope has been surrendered. 6 * Spouse or kids 2 * I really don’t need help using it 3 * They are not much help 1 | **17** |

# Satisfaction Results:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Helpdesk | | N = 69 | # | 24/7 Support | # |
| Method of Contact | | **Satisfaction** |  | **Satisfaction** |  |
| Phone | 42 | Overall Satisfaction | 85% | Overall Satisfaction | 83% |
| Email | 33 | Extremely Satisfied | 57% | Extremely Satisfied | 46% |
| Chat | 21 | Somewhat Satisfied | 28% | Somewhat Satisfied | 37% |
| Submit Ticket | 26 | Neither Satisfied nor dissatisfied | 6% | Neither Satisfied nor dissatisfied | 11% |
| Face-to-Face | 11 | Somewhat Dissatisfied | 7% | Somewhat Dissatisfied | 4% |
| Other   * Have not used COLTT | 4 | Extremely Dissatisfied | 1% | Extremely Dissatisfied | 2% |

## Feedback to Better Support Them

Overall Positive feedback I only included those that provided feedback on how to improve

* It would be beneficial if instructors could see the student's view. There were a few times instructors weren't aware that we were not able to see certain things, assignments were placed available on BB at last minute when the instructor didn't know we couldn't see it. Some of those assignments weren't on their syllabus either (not that COLTT can fix that... 🤦‍♀️🤣👍)

**Response Time**

* NEED TO RESPOND FASTER AND MORE EFECTIVE TO THE NEEDS OF STUDENTS
* quick response when I encounter a technical problem is great

# Learner Experience:

|  |  |  |
| --- | --- | --- |
| Student Overall Blackboard Experience | | |
|  | Strongly Agree | Strongly Disagree |
| I feel comfortable using Blackboard | 52% | 4% |
| Blackboard is straight forward and intuitive | 40% | 8% |
| The Blackboard mobile app is easy to access course info | 38% | 11% |
| I’m satisfied with my instructors’ use of Blackboard | 40% | 8% |

## What did your instructors do, in their use of Blackboard, that made your learning experience effective?

In the comments section you will find additional responses for the theme identified.

**Good Organization (n = 64)**

* My instructors had a great way of organizing our course stuff. They made different sections for coursework, homework, class notes, and the syllabus. It was easy for me to find everything I needed because it was all in one place. They also used the Blackboard calendar to show all our homework assignments. This organization really helped me learn better because I could easily find what I needed without wasting time searching for it.
* My learning experience is effective when the instructor adds folders indicating each week and adds a chart/board that lists everything that I need to do and read that week. It makes it easier to follow up with everything.

**Instructor Videos (n= 17)**

* The use of prepared videos on how to accomplish a task or lecture also allows students to work ahead in the program and helps with finding time for school and work.

**Providing Material and Assignments Online (n= 13)**

* Softchalk was very easy to use. Panopoto was a great feature that I have never used before. Messaging through BB is very easy as well.

**Sending Announcements (n= 10)**

* Some professors ACTUALLY used the features of having announcements to remind students of upcoming assignments, assignments due, and instructions for lectures/assignments. sending announcements and reminders of things once or even twice a week.

**Updating Dates and Materials (n = 8)**

* Instructors kept all information in Blackboard updated - current and relevant to class.

**Instructor Responsiveness (n= 8)**

* The more responsive to posting grades is what makes my course being learned effectively
* If we didn't know where a specific thing was a professor would tell us where to go to find it or the number to call where we can get help.

**Transparent Design (n=8)**

* When instructors use blackboard to communicate due dates or expectations with students it helps a lot and makes managing courses easier.

**Positive Perception of instructor (and course) (n=5)**

* I enjoyed my experience with my professors.

**Faculty Training (n=4)**

* My instructors do not know how to use Blackboard and require help to complete most tasks from what I’ve heard.

**Negative perception of instructor or LMS (n=2)**

* The only use of Blackboard that was effective was its disuse, as I consistently had a more effective and seamless learning experience by not using this LMS.
* not much, they just post steps and refer to the COLT desk

**Posting and following Syllabus (n = 3 )**

* Place syllabus and grades up; messages.
* Follow the syllabus program in blackboard.
* Posting the syllabus.

**Low Cost/ (n= 1)**

* Instead of using Achieve, she uploaded the assignments for us, therefore I did not need to do out of pocket purchase to be able to do my assignments.

## What did your instructors do, in their use of Blackboard, that did not make your learning experience effective?

*I would like to see professors standardize their layouts better. Consistency would help a lot. Instead, the first week of classes is spent learning where things are in each course individually.*

# Blackboard Features

Included are the top five features that students found useful, from a list of 12 tools.

1. Announcements
2. View Syllabus
3. Course Materials Online
4. Instructor Created Videos
5. Online Assignments

## **Please explain why the features you selected were the most useful to you.**

Included are a few of the students responses. In the comments section you will find the remaining responses given.

* + Frequent feedback allows me to have less anxiety and feel more confident in the class, usually leading to a higher grade in the course.
  + Having quick access to announcements, syllabus, and course materials including assignments, tests, and quizzes is crucial to my success. Although materials, assignments, tests, and quizzes can be grouped together and then separated weekly. About videos, discussions, and Zoom or collaborative sessions it just depends on if these features are used by the professor. They can however become irrelevant when not used and just take up space on the menu board. Viewing grades is probably my most important section because being able to monitor my grades as the semester progresses is imperative to assure my success.
  + announcements are very helpful because they keep me updated on what I'm supposed to do and what the instructor requires of us. Viewing grades helps me keep track of my progress throughout the semester. Online assignments (when placed properly under the correct tabs) make the course work easy to access and do from home. Instructor created videos help walk me through the proper way of doing course work, or they help me understand what the professor is looking for in the work assigned. Online tests/quizzes make it easy for me to do from home or any place that has wifi. Email/course messages helps make it easier for me to get in touch with the professor if I have any questions about the course. Discussion forums help with getting to know your other classmates and hear their thoughts/opinions. View syllabus makes it easy to access the syllabus directly if I need to refer to anything in it. The other ones I don't have many opinions on as I either haven't used them, or don't access them enough to form a valid statement.
  + To find my identity I have to truly start from the syllabus and know who the professor is and learn about how the class is weighed as accordance to Online Test/ Exams would always be first. Then studying the material is a must! Students typically ask questions first so e-mail is important to them but not me I have to go in and watch PowerPoints to then ask questions... In between I would have seen any Instructor Created Videos just in case professor xyz has a PowerPoint that he/she personally wants to discuss. Outside of Announcements and Discussion Forum in this complete order because announcements are only useful when being about grades that either have been posted, about to be posted, or exam coming up. When it comes to Online Assignments, I always give good feedback about the work because I usually do good and consistent with them. I don't know much about zoom. Viewing grades should be last to me. My rebuke is that I do care extremely for my grades, but am I learning the material, focusing on my student learning outcomes, and preparing for exams.

## How does the way a course is organized on Blackboard impact your learning?

* + **Less Stress:**
    - Certain materials may be accessed easily or with more difficulty, depending on how the course is designed. When it's easier to access, I can get my course information quicker and with less stress.
    - The more organized a course is the better I learn because I do not have to stress over clutter and finding a tool or some type of content.
    - it allows me to be more efficient when learning without having to stress on where to find course materials, grades, etc
  + **Less Confusion:**
    - Of course. There have a lot of times when the information is so confusing or incomplete that you do not know what to do, which affects severely our grades.
  + **Usability Issues**:
    - It's integral. The organization can really hurt the usability of a blackboard course.
    - The layout of the course makes all the difference in my success. If a class is not well organized in Blackboard, it risks missing assignments and important announcements.
  + **Impacts Efficiency**:
    - [good organization] it allows me to be more efficient when learning without having to stress on where to find course materials, grades, etc
  + **Organization is very Important:**
    - it allows me to be more efficient when learning without having to stress on where to find course materials, grades, etc
  + **Impacts Motivation & Satisfaction**
    - I find an efficient course structure to be highly beneficial. I praise those instructor who have known how to create a better flow of materials using Blackboard. I've experience a inadequate course structure during Spring 2023 Module 1 and the course was highly confusing, too many clicks were required to get to what you needed to know. The poor structure of the course affected my ability to feel motivated to learn the material since instead of the content being shown in a single page, I needed to go through different links or folders to access an article or a presentation. A inadequate course structure influence my satisfaction with the course and the professor.
  + 2 out of 160 students stated it did not impact them at all.

# Training

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Modality Preference | # | | Training Topics | | # |
| Online Live | | 59 | How to navigate Blackboard | 80 | |
| Self-Paced | | **125** | How to use Blackboard Tools | 137 | |
| Video Tutorials | | **155** | How to record video present | 124 | |
| Handouts | | 34 | Online study | 97 | |
| Live Chat | | 20 |  |  | |
| Other Suggestions   * Detailed Guides * All the above * New Program other than Blackboard * In Person Courses | |  |  |  | |

## Other Training Topics

Students also shared other topics that they would like to have available to them.

**Videos**

* Panopto
* Making & Posting Videos on Different Platforms

**Study Skills**

* Time Management
* Personal Planner
* How to organize the assignments that I have and when they do or set out a way I can pace myself.
* Stress management.

**Other topics**

* How to Upload from different Platforms
* Orientation in our PA program in August

**Not Training Related- but feature requests**

* Personalize blackboard like STC
* Placing Above Resources in one tab, easy to access
* Online Assistance Option