

Izmir University of Economics
Instructional Technologies
Student Evaluation Report
SPRING 2022

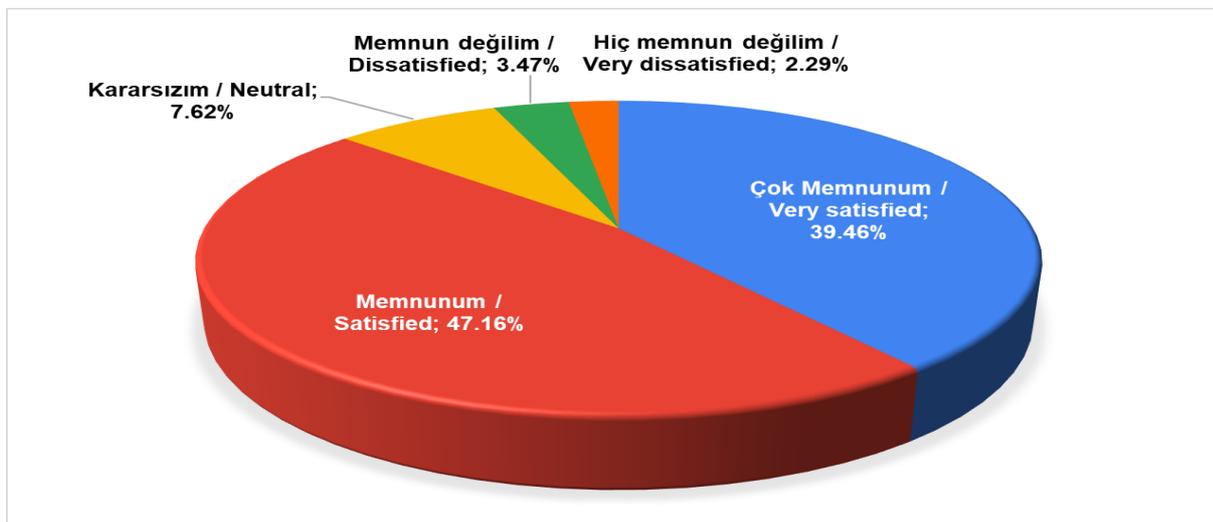
Introduction

The purpose of this survey is to collect feedback from IUE students on distance education and to determine the level of comfort they feel while using various features and functions of distance education tools. IUE uses Blackboard Learn, Blackboard Collaborate, Panopto and Zoom platforms in distance education. Blackboard is a learning management system that IUE has been using since Fall 2015 to support the teaching and learning process. Blackboard enables faculty to communicate with students, share course materials and lecture notes, manage assignments, and provide feedback on exams and students' work. Blackboard Collaborate and Zoom is a heavily used virtual classroom (or web conferencing) tool for distance education that provides audio, video and written interaction between students and faculty. Panopto is a video platform that allows students to access lecture videos and watch lectures on their computers, smartphones, or tablets when they are unable to attend the lecture or need to prepare for exams. These systems are used to improve the quality of education in both distance and face-to-face teaching.

An online questionnaire was sent to all students registered in the Blackboard system at the end of the **2021-2022 Spring** semester. In addition to closed-ended questions, the survey also asked open-ended questions to gain insight into important issues that might have been overlooked. A total of **1181** responses were obtained.

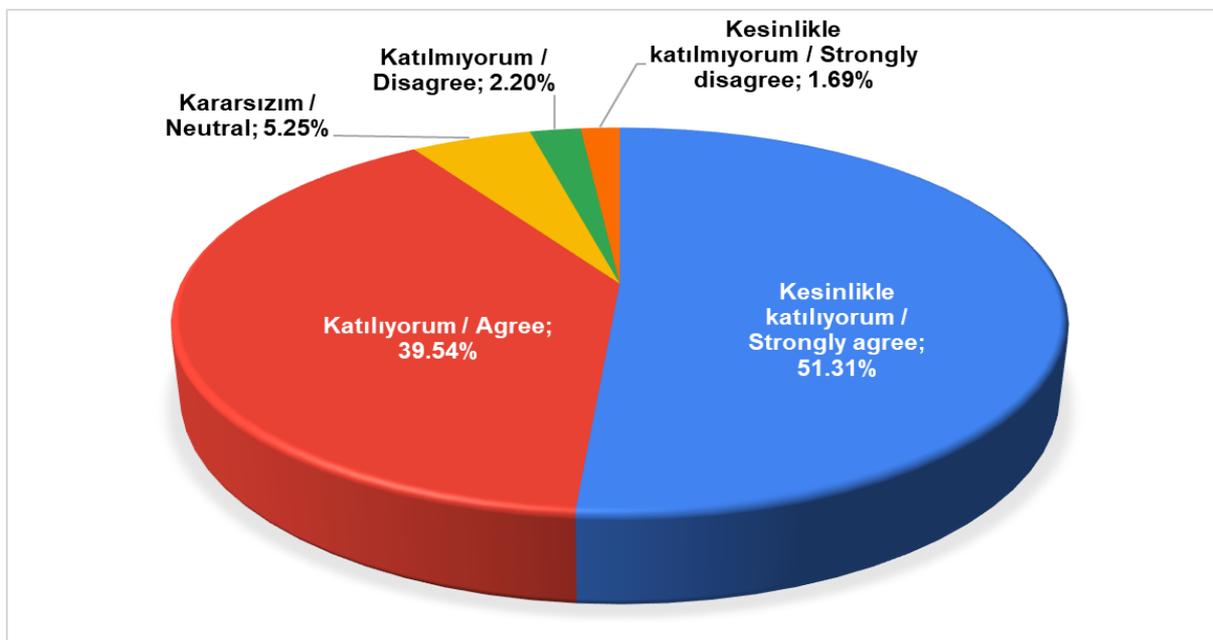
How satisfied are you with using Blackboard Learn?

When asked how satisfied they were with Blackboard Learn, 47% of students who responded to the survey said they were very satisfied, 39% said they were satisfied, 8% were neutral, 3% were dissatisfied, and only 2% said they were very dissatisfied.



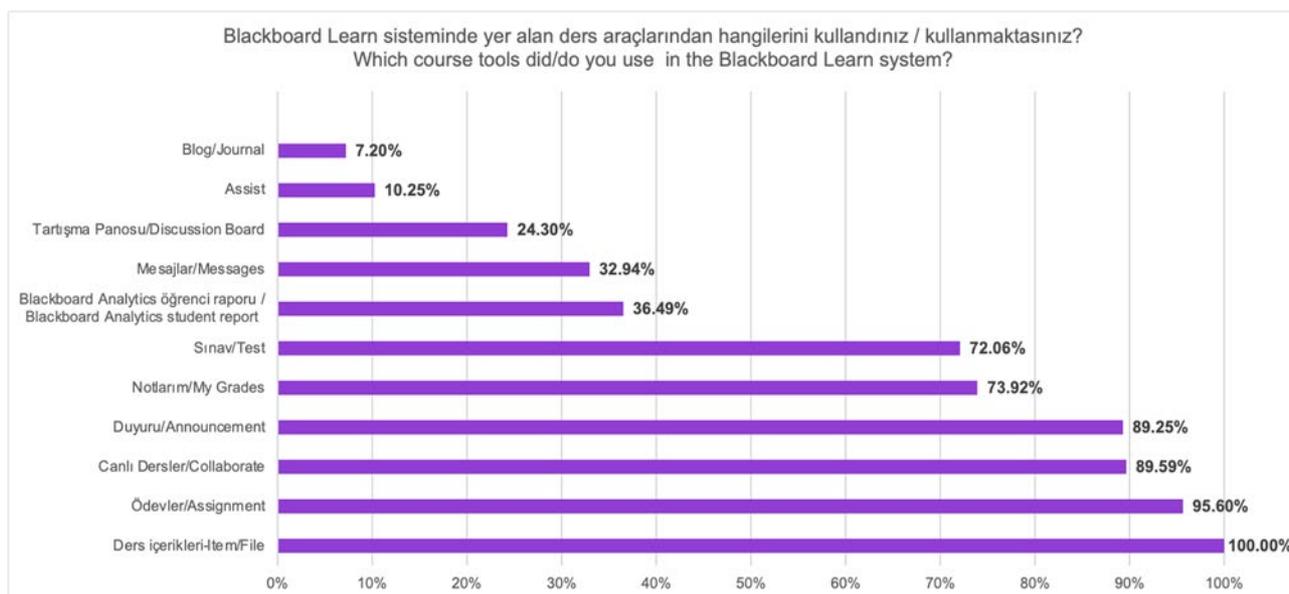
I can easily use the Blackboard Learn system.

The survey also measures how easy students think the system is to use. According to the graph below, 51% of respondents strongly agree with the fact that the platform is easy to use, 40% agree, 2% disagree, and 2% strongly disagree. 5% of respondents said they were not sure.

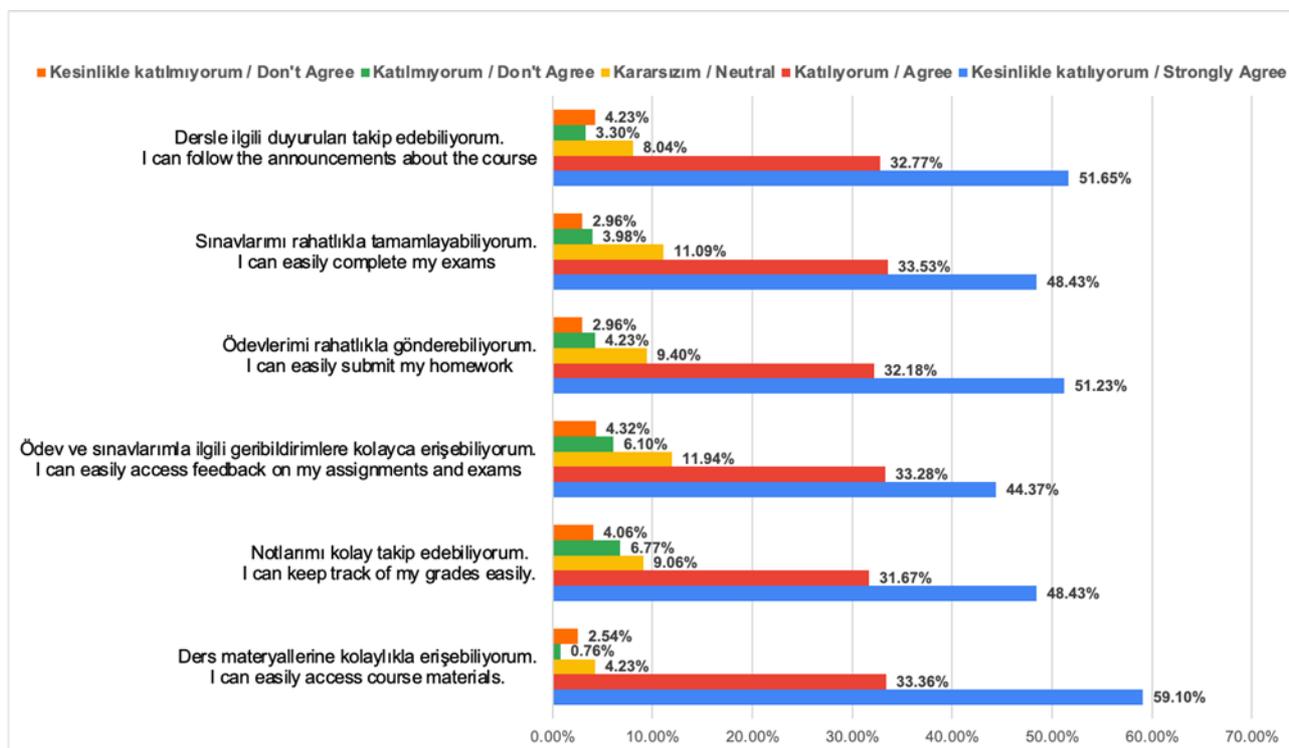


Which course tools did/do you use in the Blackboard Learn?

The survey aimed to get an insight into what features of Blackboard Learn students use. As indicated by the graphic below, the most used tools are Assignments are Blackboard Collaborate, Announcements, Item/File, Quizzes, and Notes. The least used features include blog and help tools.



Your level of satisfaction with the facilities provided by Blackboard Learn.

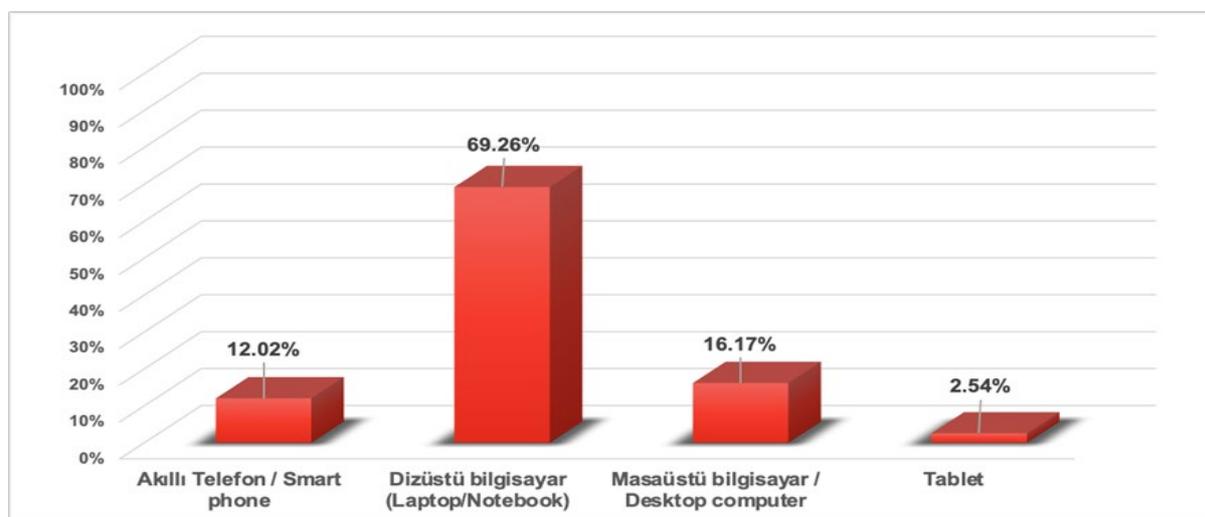


The survey also measures students' level of satisfaction with the Blackboard Learn opportunities. Respondents were presented with a list of benefits that Blackboard Learn offers and queried about their level of satisfaction with these benefits. They were allowed to select more than one option. Results show that, with a combined percentage of 92, students agree with Blackboard being an easy way to access course material. Another benefit that seems to satisfy students is the ability to follow course notes easily. When combined, 85% of respondents were satisfied with being able to follow course notes, 77% were satisfied with being able to easily access feedback, 83% were happy being

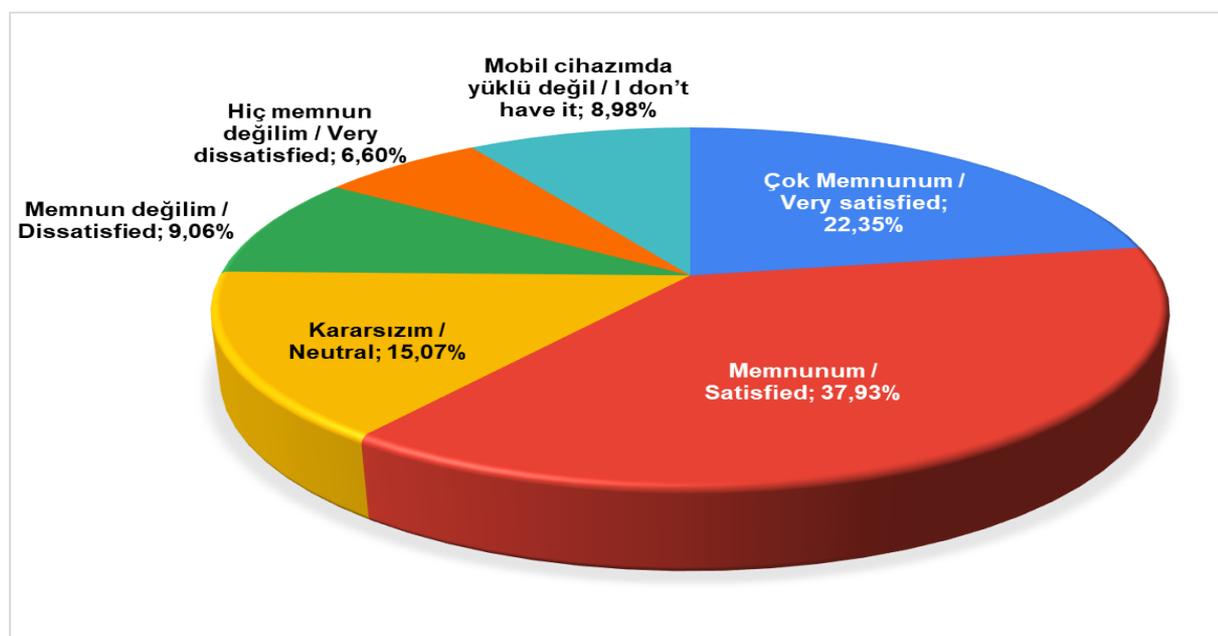
able to easily submit homework and 82% were satisfied with being able to easily complete their exams. The survey also suggests that students are pleased with how they can follow announcements about courses.

What device do you usually use to access the Blackboard Learn?

An interesting fact that the survey allowed us to find out was which device was used by students to access the Blackboard Learn system the most. As the figure below shows, the device of preference among students is the laptop/notebook, with 69% of respondents saying that is the device they use to access the system. The second device of preference is the desktop computer, with 16%. As far as devices such as smart phones and tablets are concerned, 12% and 3% of respondents said those are the devices they use to access the system, respectively.



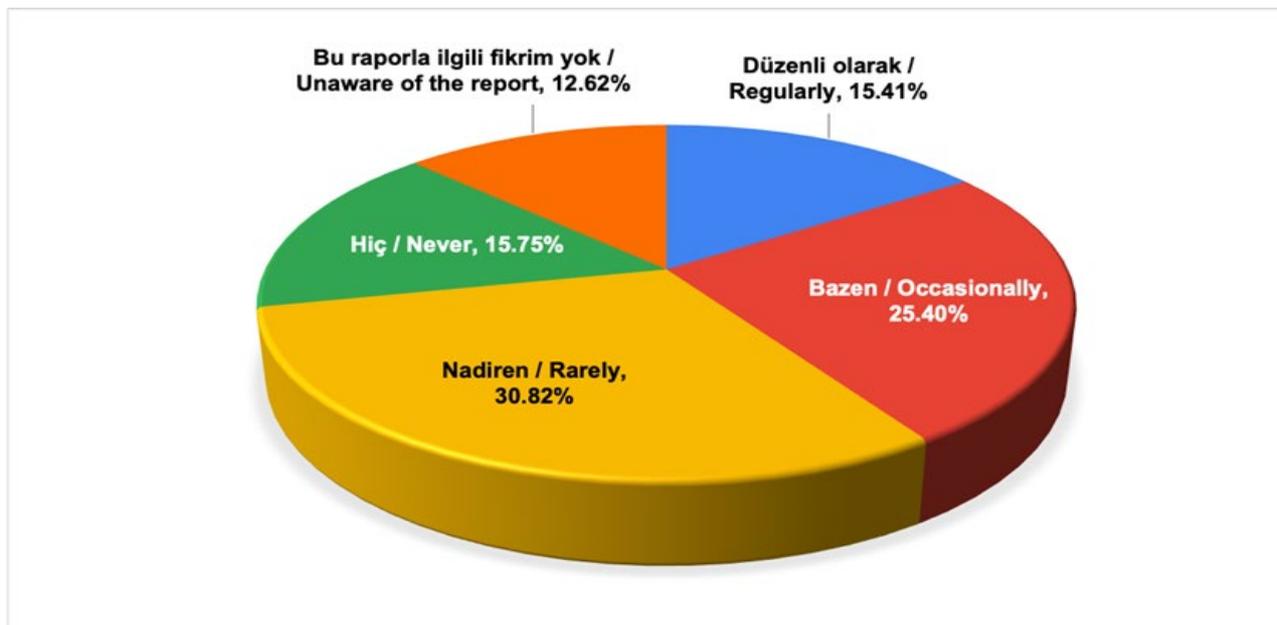
How satisfied are you with using the Blackboard Student Mobile App?



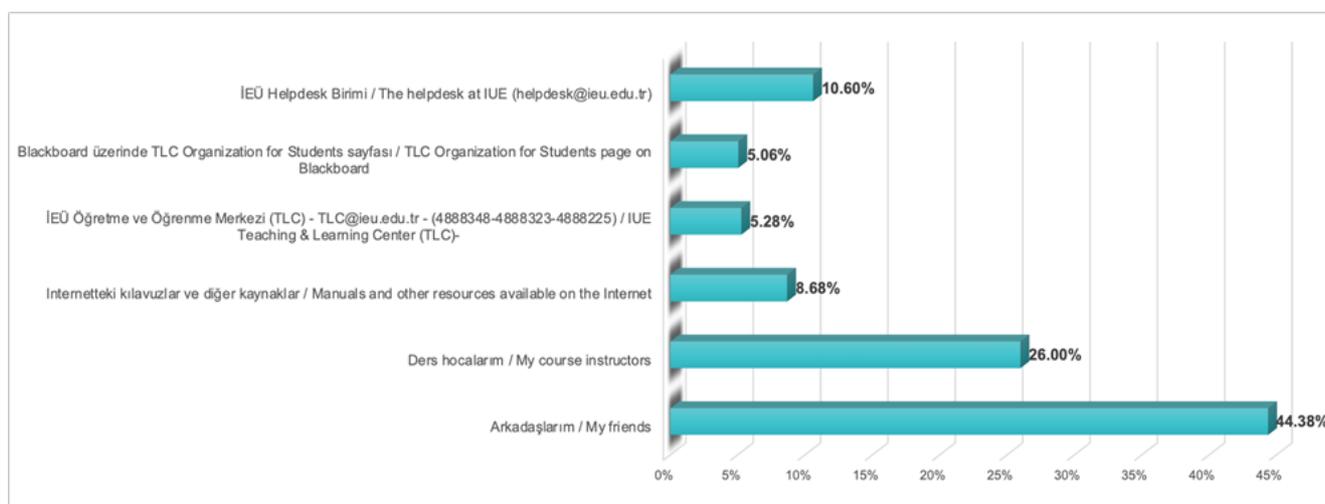
The following question on the survey was about the satisfaction levels of students with using the Blackboard student mobile app. According to the graph above, 22% of respondents are very satisfied and 38% are satisfied with the mobile app. A total of 9% of students said they were not satisfied with the app and 15% were neutral. On the other hand, 9% of the respondents do not have the mobile app installed on their devices.

How often do you access the Blackboard Analytics Student report?

Blackboard Learn provides students and instructors with analytics reports which are derived from student access to the course, number of interaction clicks, time spent in the course, and the number of submissions, and provide real-time information about student engagement and performance. According to the following graph, 15% of those who responded to the survey said they regularly access the report, while 25% said they access it occasionally, and 31% said they rarely access it. 16% of the respondents never access the report and a considerable number of students, 13%, said they have no idea about this report.



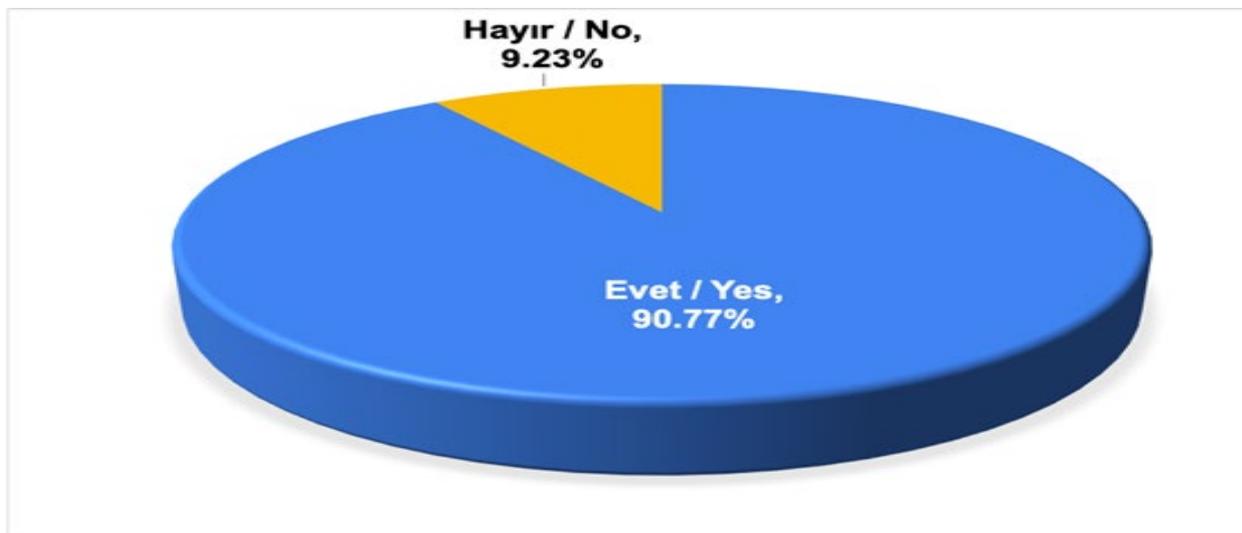
Where do you get help when you need help using Blackboard Learn?



To find out where students go to get help while using Blackboard Learn, respondents were presented with a list of options and were allowed to select more than one option. As the figure indicates, more than two quarters of respondents get help from their friends, while 26% get help from instructors. In third place is the Helpdesk Unit and other resources with 11% of the votes.

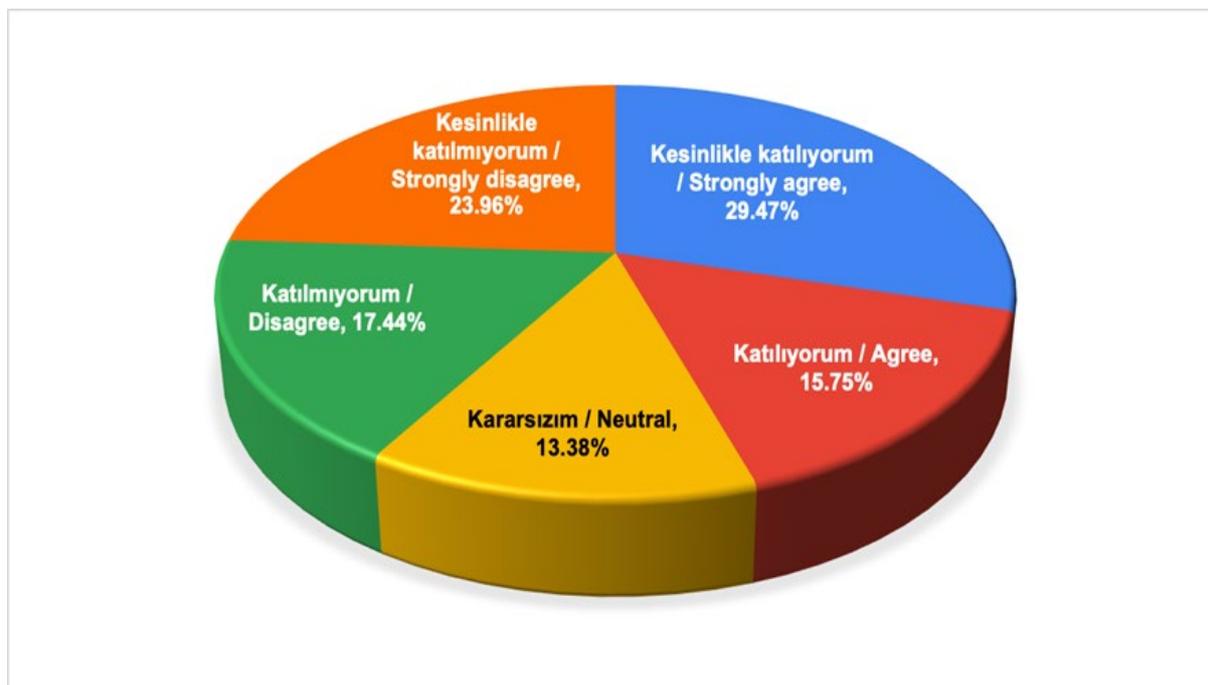
Did you regularly attend your classes in the 2021-2022 spring term?

The survey also included a question about students' attendance in the 2021-2022 spring term. 91% of students who responded to the survey said they regularly attended classes and 9% of students said they didn't attend classes on a regular basis in the 2021-2022 spring term.



Online courses are as effective as in person face-to-face courses.

According to the graph above, 29% of participants stated that they strongly agree with the fact that online courses are as effective as face-to-face courses. 16% agreed, 13% undecided, 17% disagree and 24% strongly disagree.

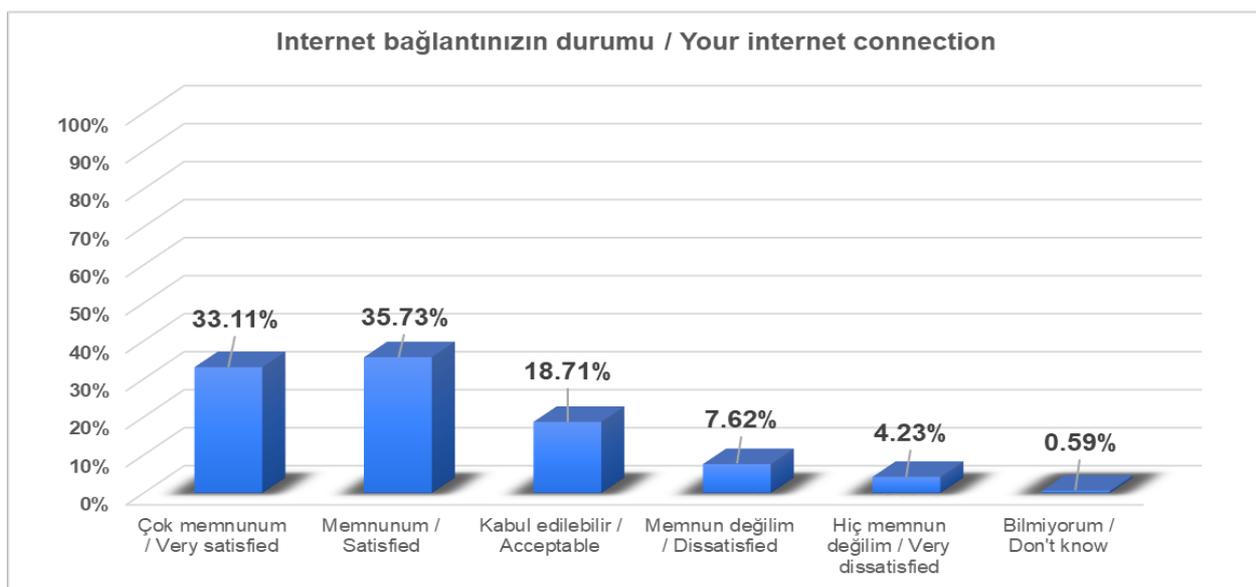


Your level of satisfaction with technology-supported face-to-face/online-hybrid education.

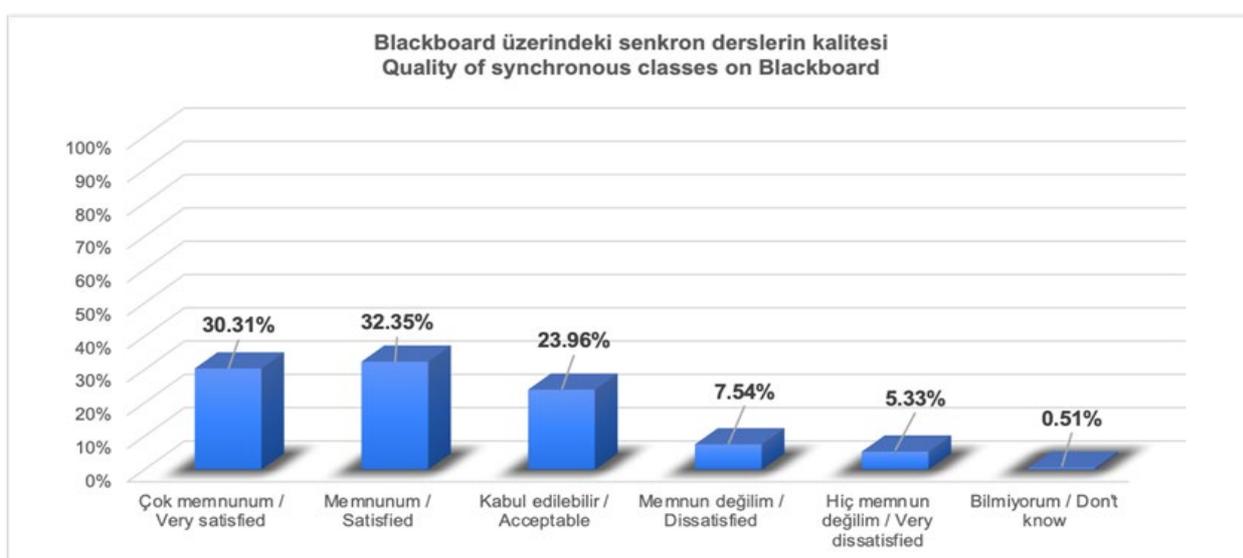
The survey also measures students' satisfaction with technology-enhanced face-to-face/online/hybrid education.

Your Internet Connection

According to the graph, 36% of respondents are satisfied with their internet connection. 33% are very satisfied, 19% of respondents think their internet connection is acceptable, 8% are dissatisfied and 4% are very dissatisfied.

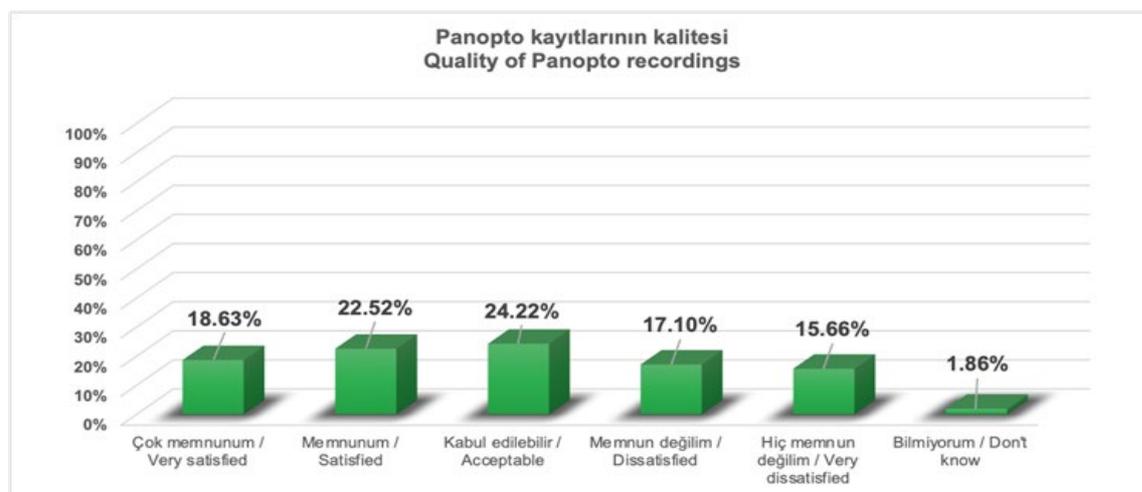


Quality of synchronous classes on Blackboard



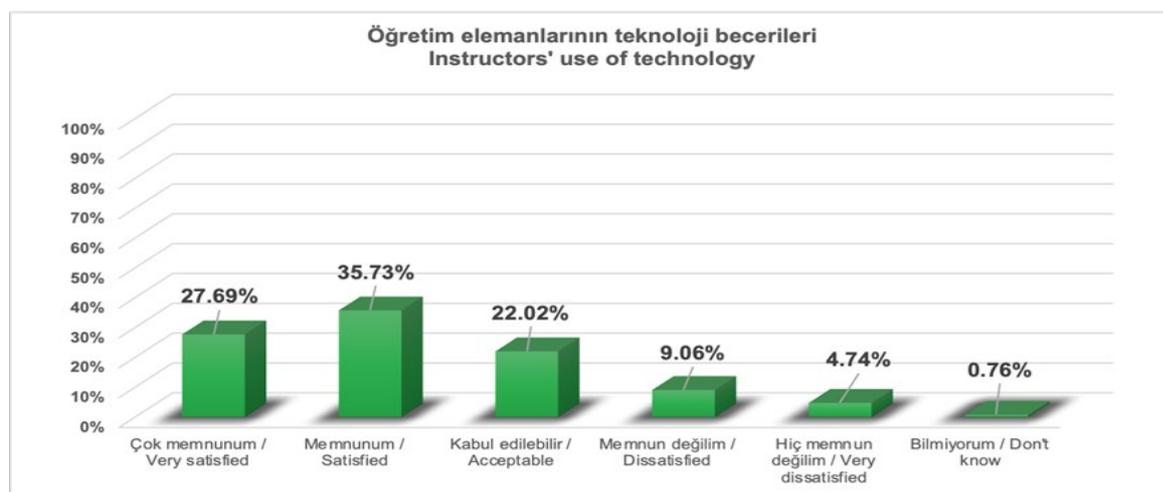
According to the graph, 30% of respondents are satisfied with quality of synchronous classes on Blackboard. 32% are very satisfied, 24% said quality is acceptable, 8% are dissatisfied, and 5% are very dissatisfied. A mere 0.51% of respondents said they did not know.

Quality of Panopto recordings



According to the graph, 19% of respondents are very satisfied with the quality of Panopto recordings. 23% are satisfied, 24% said quality is acceptable, 17% are dissatisfied and 16% are very dissatisfied. A low percentage, 2% of respondents, said they did not know.

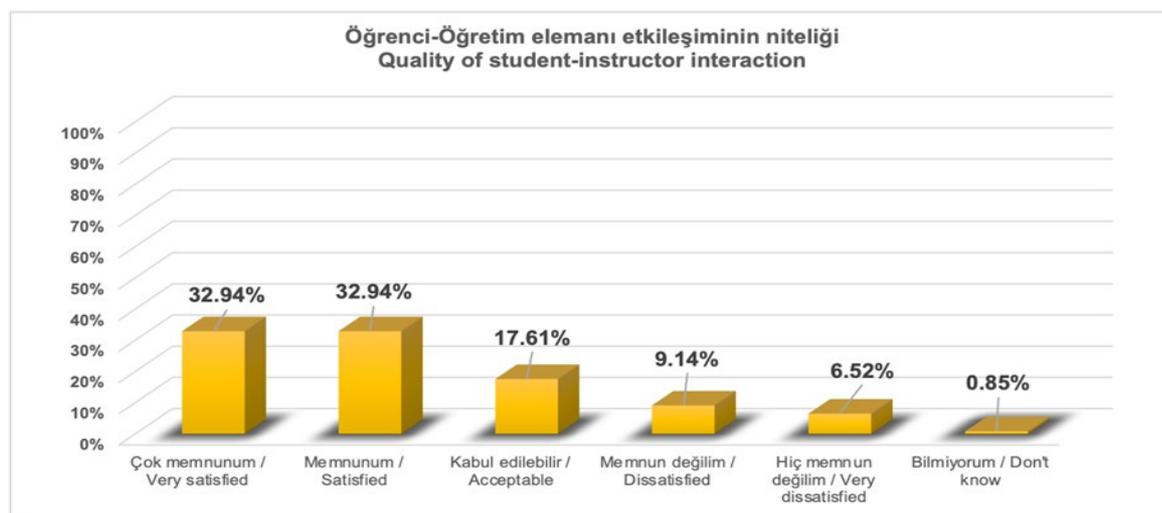
Instructors' use of technology



According to the graph, 28% of respondents are very satisfied with instructors' use of technology. 36% are satisfied, 22% said it is acceptable, 9% are dissatisfied and 5% are very dissatisfied. Only 0.76% of respondents said they did not know.

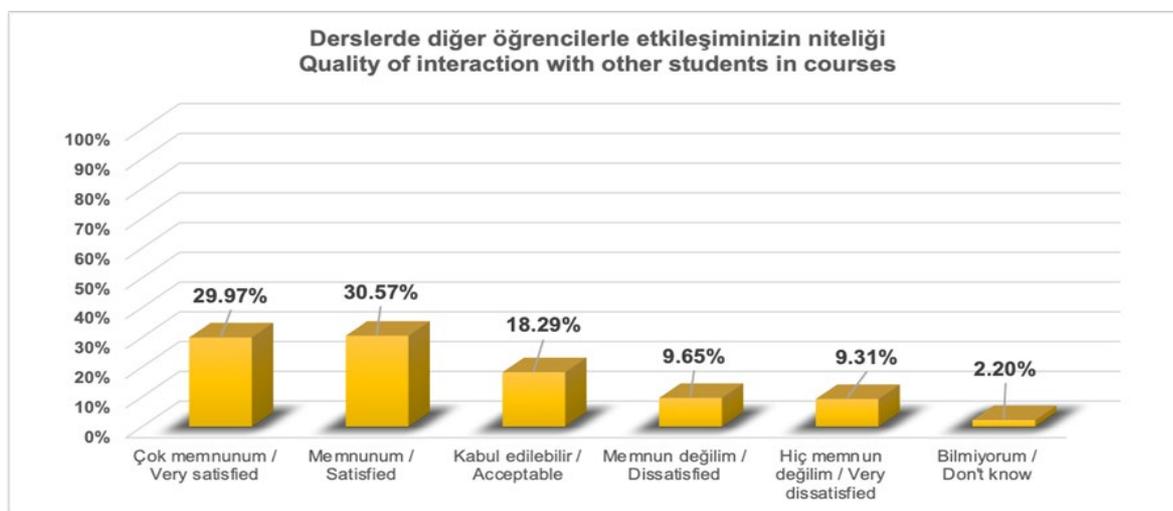
Quality of student-instructor interaction

According to the graph, 33% of respondents are very satisfied with student-instructor interaction. 33% are satisfied, 17% said interaction is acceptable, 9% are dissatisfied and 7% are very dissatisfied. Only 0.85% of respondents said they did not know.



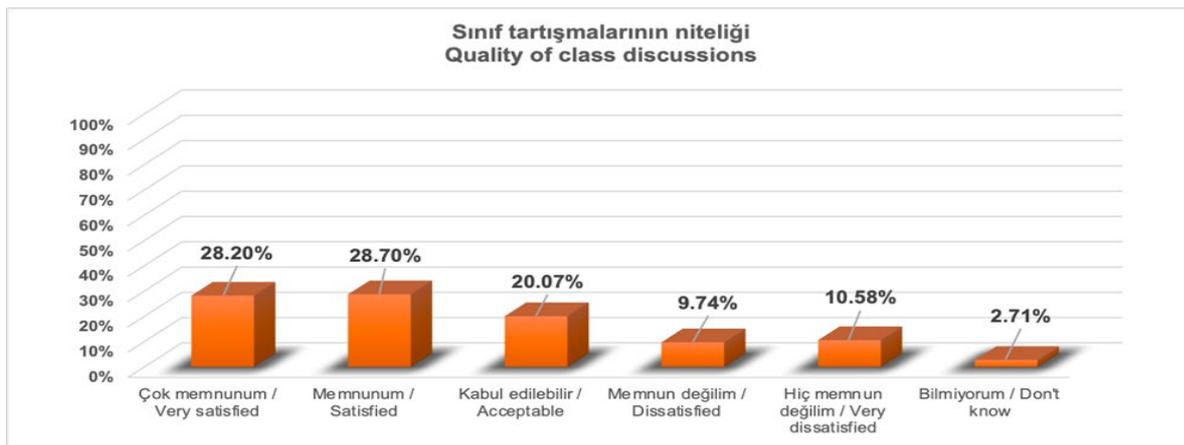
Quality of interaction with other students in this course

According to the graph, 30% of respondents are very satisfied with interaction with other students. 31% are satisfied, 18% said it is acceptable, 10% are dissatisfied and 9% are very dissatisfied. Only 2.20% of respondents said they did not know.



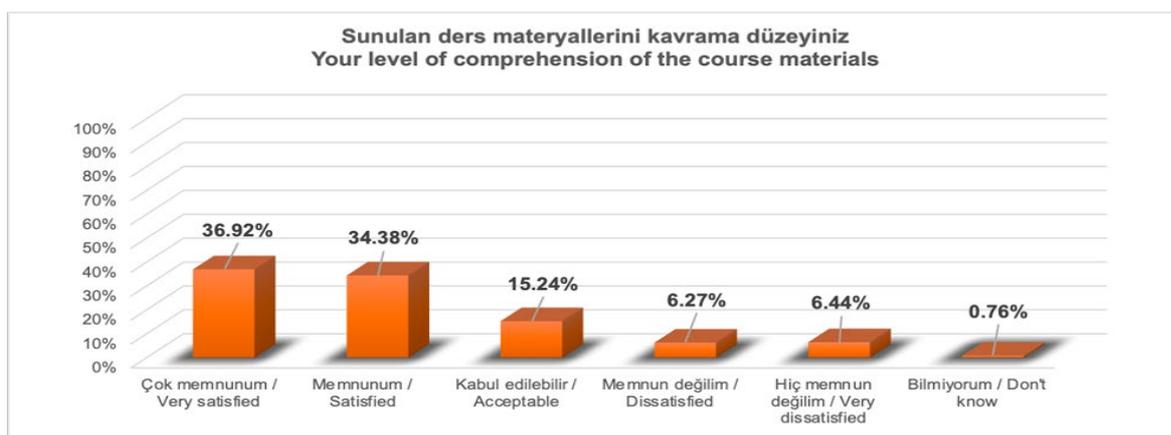
Quality of class discussions

According to the graph, 28% of respondents are very satisfied with the quality of class discussions. 29% are satisfied, 20% said it is acceptable, 10% are dissatisfied and 11% are very dissatisfied. A low percentage, 2.71% of respondents, said they did not know.

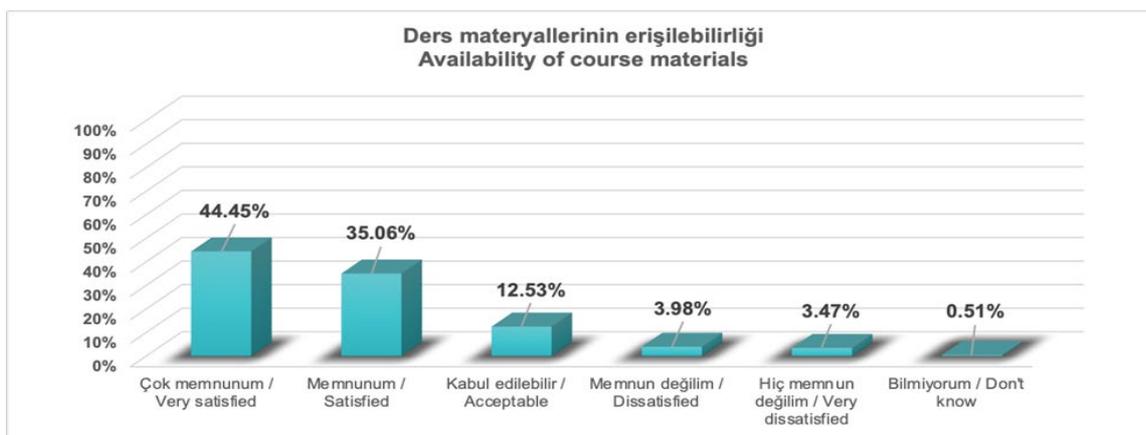


Your level of comprehension of the course materials

According to the graph, 37% of respondents are very satisfied with their level of comprehension of course material. 34% are satisfied, 15% said it is acceptable, 6% are dissatisfied and 6% are very dissatisfied. Only 0.76% of respondents said they did not know.



Availability of course materials



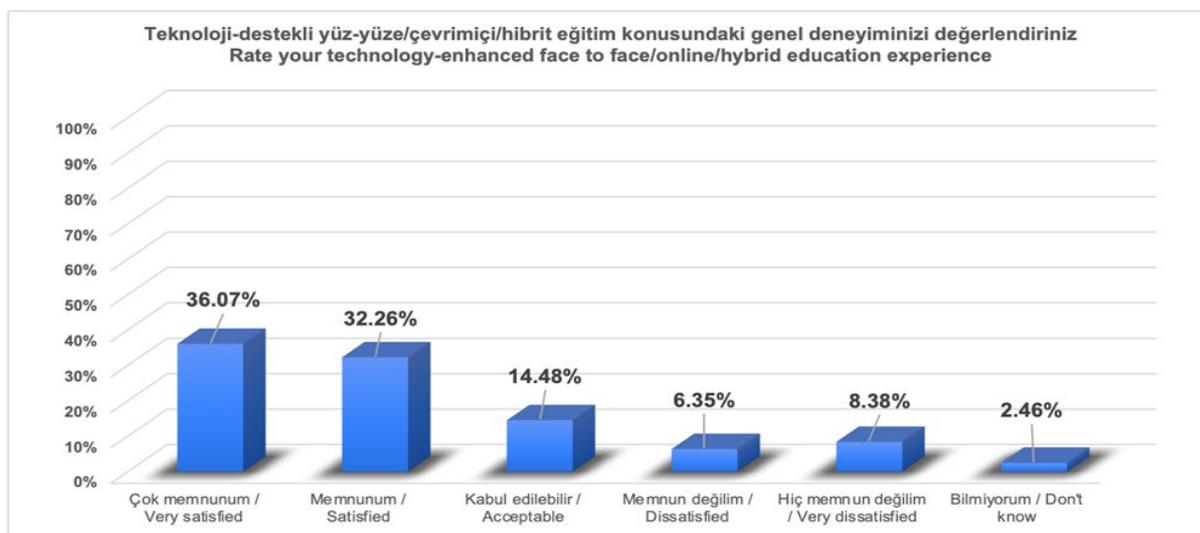
According to the graph, 44% of respondents are very satisfied with availability of course materials. 35% are satisfied, 13% said it is acceptable, 4% are dissatisfied and 3% are very dissatisfied. A mere 0.5% of respondents said they did not know

Availability of assistance on how to use online learning tools



According to the graph, 36% of respondents are very satisfied with assistance on how to use distance learning tools. 32% are satisfied, 19% said it is acceptable, 5% are dissatisfied and 5% are very dissatisfied. Only 2.54% of respondents said they did not know.

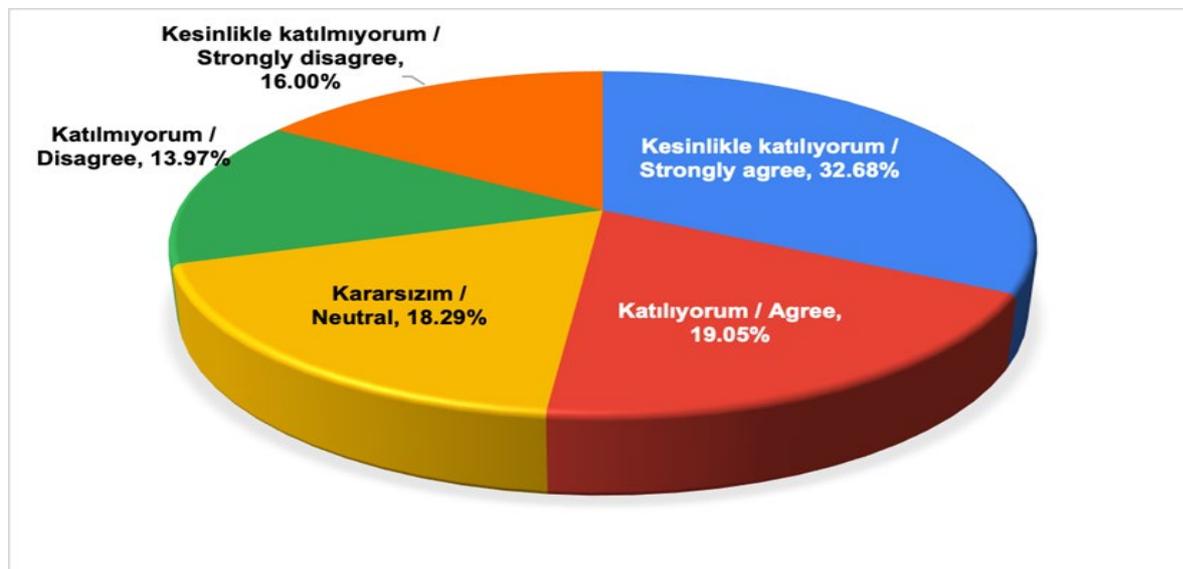
Your technology - enhanced face-to-face/online/hybrid education experience



According to the graphic above, 36% of the respondents are very satisfied with their technology-supported face-to-face/online/hybrid/training experience in the spring term, 32% are satisfied, 14% have the view that it is acceptable, 6% are dissatisfied, and 6% are dissatisfied. Eight of them stated that they were not satisfied at all. Only 2.46% of the respondents stated that they had no knowledge about the subject.

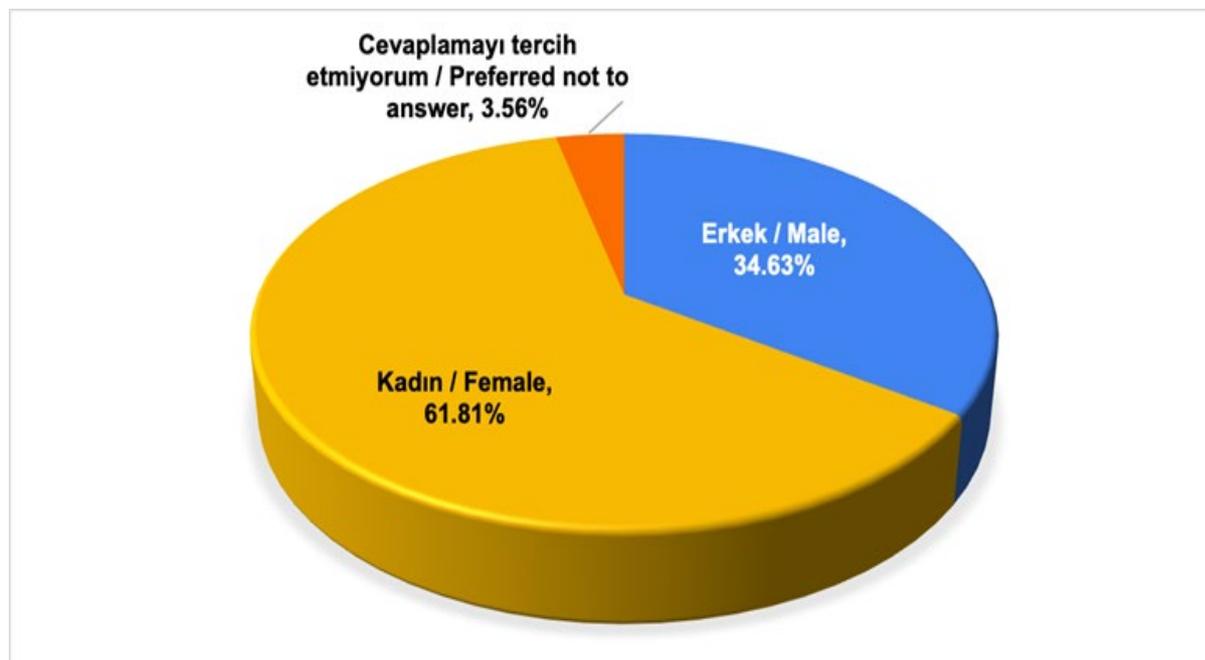
Online/hybrid education positively contributed to my learning

According to the graphic below, 33% of the participants stated that I strongly agree that online/hybrid education contributes positively to my learning process. 19% agreed, 18% undecided, 14% disagree and 16% strongly disagree.



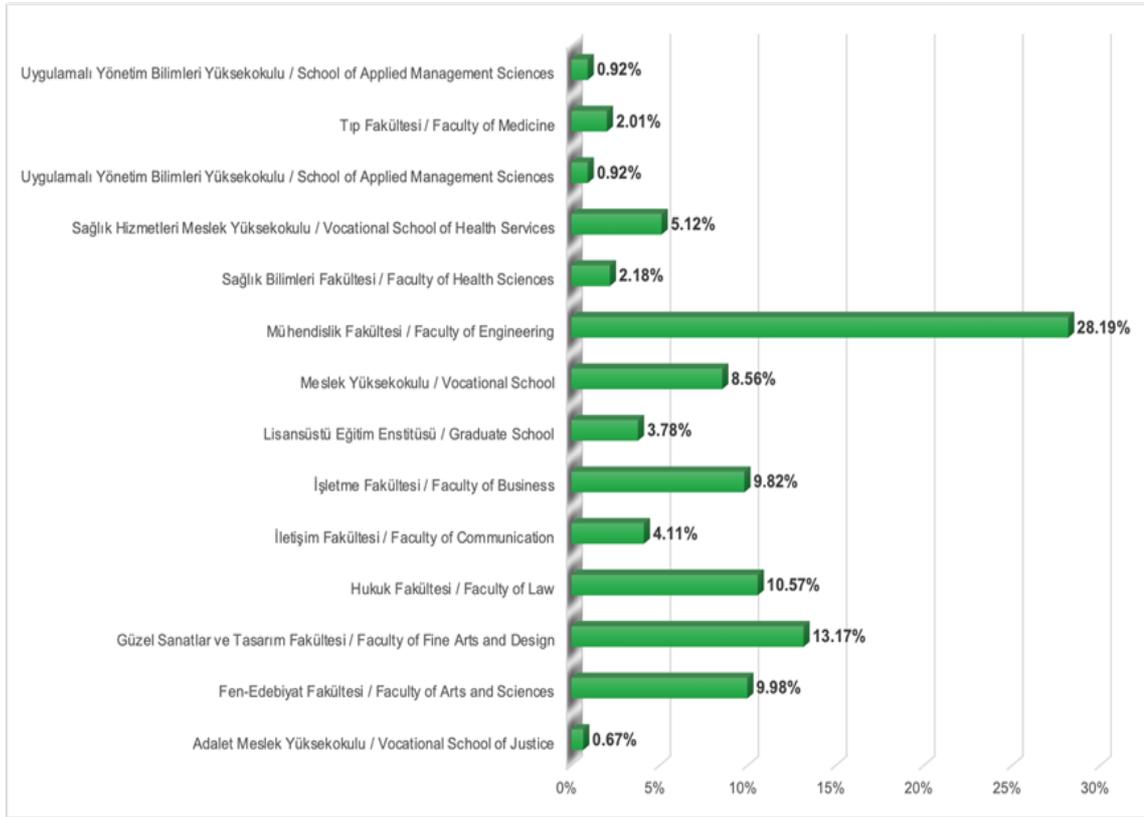
Gender

Of all students who answered the survey, 62% are female and 35% are male. There is a big difference between the number of female students answering the survey and the number of male students. 4% of the participants preferred not to answer this question.



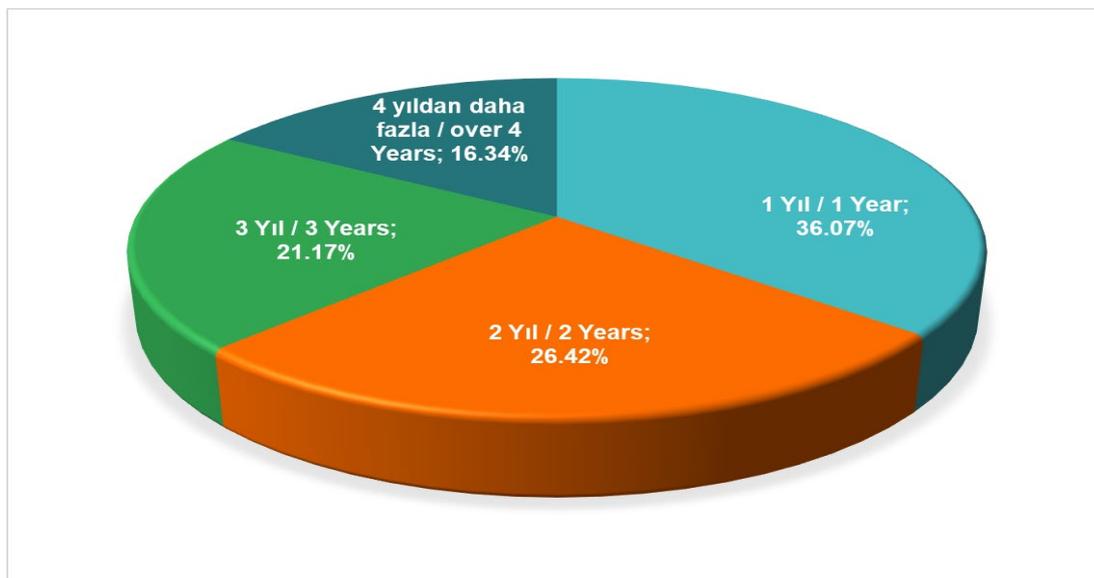
Your Faculty/School

Of all students who answered the survey, 28% are from the Faculty of Engineering, 13% are from the Faculty of Fine Arts and Design, and 10% are from Faculty of Business. The faculties with the least number of participants were the School of Applied Sciences and the Vocational School of Justice with 1% and 2% of votes, respectively.



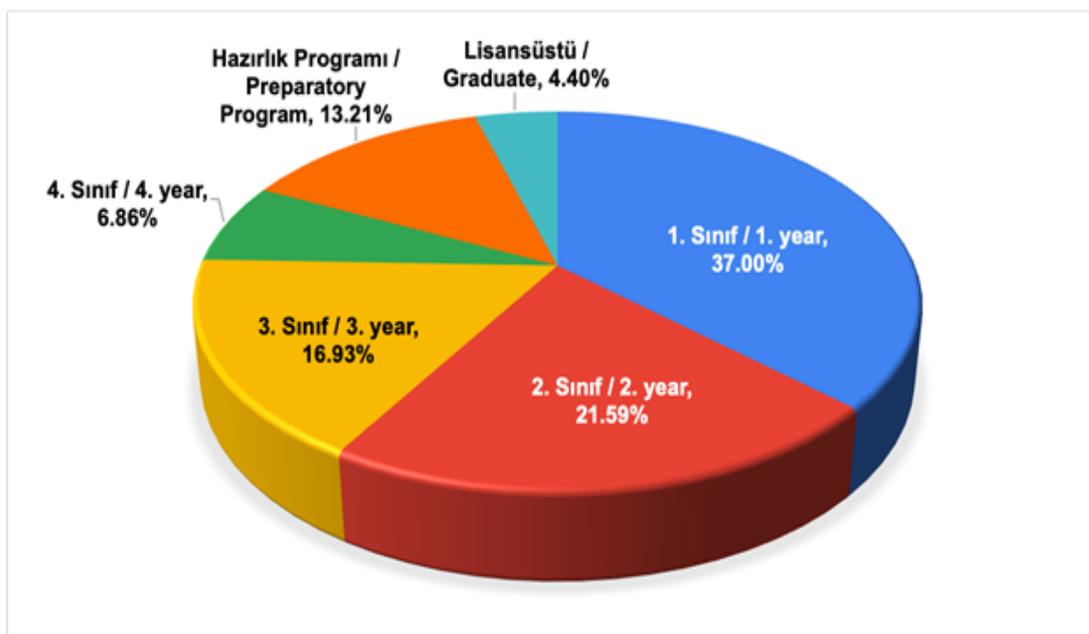
How many years have you been studying at IUE?

According to the graphic below, 36% of the participants have been studying at IUE for 1 year, 26% for 2 years, 21% for 3 years and 16% for more than 4 years.



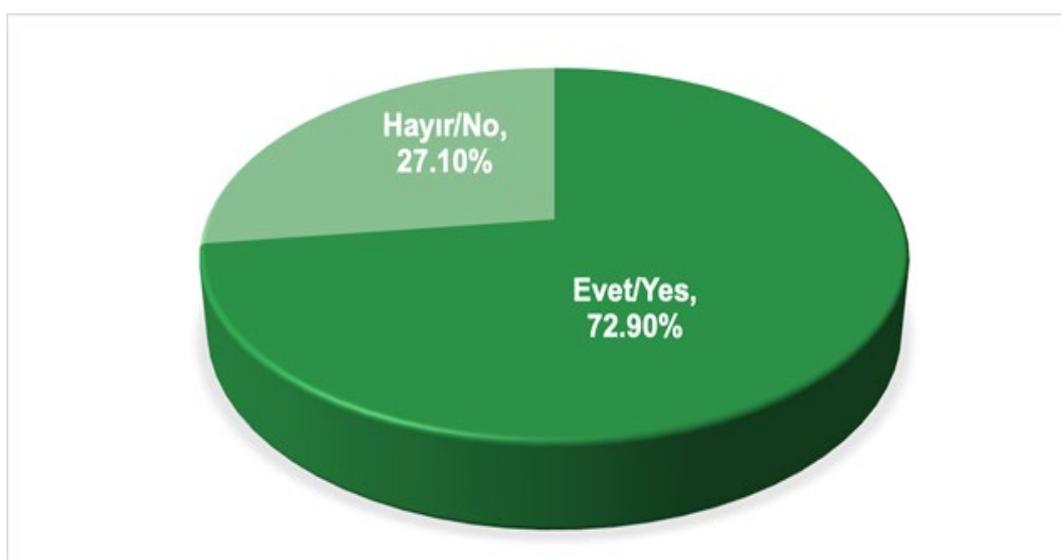
In which grade did you study in the 2021-2022 academic year?

According to the graph below, 13% of the respondents are enrolled in the Preparatory Program, 37% identified themselves as freshman, 22% as sophomore, 17% as junior, 7% as senior, and 4% as graduate students.



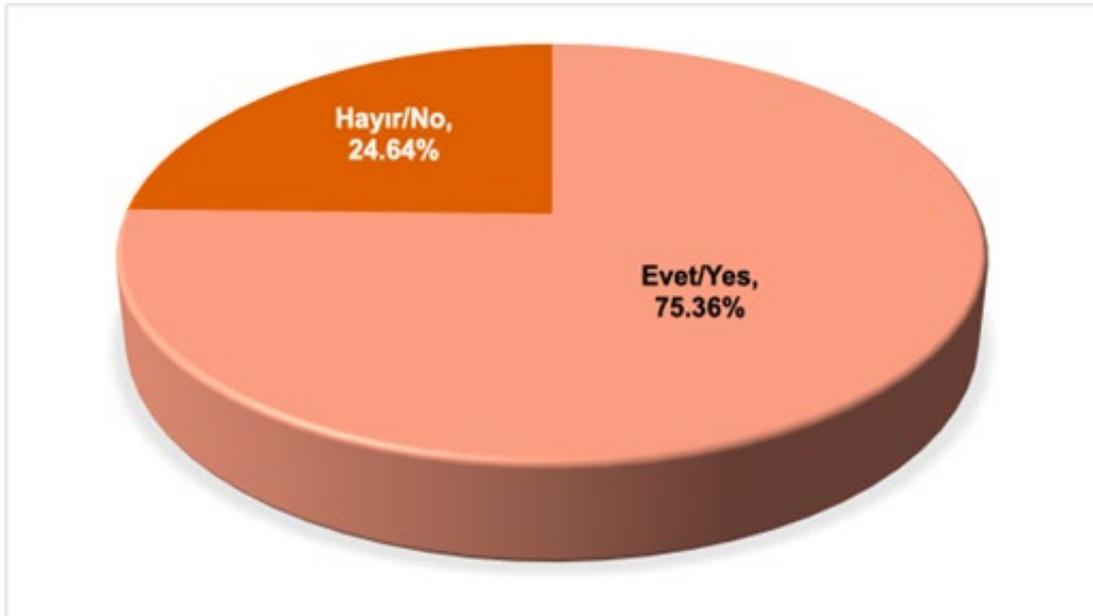
If I were to choose my university and department again, I would PREFER Izmir University of Economics and my department.

The survey also measures the possibility of students choosing the same university and department if they had a chance to do it again. 73% of students who responded to the survey said they would pick the same university and their department again. 27% of students said that they would not choose the same university and department once again.



I would RECOMMEND Izmir University of Economics and my department to students who would start their university education.

The survey also aimed to get an insight into the possibility of students recommending IUE and their department to people who would start their university education. 75% of students who responded to the survey said they would recommend their university and department to students who would be about to embark on their university education. 25% of students said that they would not recommend their university and department.



Common Themes from Open-Ended Questions

The comments written by the students in their own words were gathered under various themes. Some comments are presented below.

Students expressed their satisfaction with the Blackboard Learn Learning Management System.

- *Kullanım kolaylıkları ve araçları başarılı.*
- *Lütfen Blackboard olduğu gibi kalsın. Değişiklik yapmayın.*
- *Gayet kullanışlı ve ayrıcalıklı üstelik avantajlı bir sistem olduğunu düşünüyorum.*
- *“Ben başka bir üniversiteden buraya geçiş yaptım ve Blackboard sisteminden çok memnunum. Önceki üniversitemde böyle bir sistem yoktu fakat buraya gelene kadar bunun nasıl bir eksik olduğunun farkında değildim. Ders materyallerine dersten önce ulaşip ön hazırlık yapabilmek çok büyük bir avantaj. Sınavlara çalışmak istediğim zaman da hafta hafta materyallerin düzenlenmiş olması da cabası. En sevdiğim özellikler ise analitiklerden sınıfın ortalamasıyla kendimi karşılaştırmak ve etkinlik akışından ortalamalara bakarak kaçınıcı olduğumu görmek.”*
- *Blackboard learn sistem öğrenilmesi ve kullanması son derece basit ve kullanışlı bir sistemdir, online dönemde hiçbir zorluk yaşamadan kullandım.*
- *Gayet faydalı bir sistem. Büyük bir memnuniyetle kullandım, özellikle de online eğitime geçtiğimiz süreçte halihazırda var olan bir sistemimiz olması eğitimimizi olumlu etkiledi ve eksikliğe yol açmadı. Tek problem mobil uygulamadaki bildirimlerin geç gelmesi*

On the other hand, students mentioned that not all instructors use it with the same consistency and competence.

- *“Gayet güzel tasarlanmış bir sistem. Öğretmenler de kullanmayı öğrense çok iyi olur.”*

- “Her öğretmen aynı disiplinde kullanırsa daha da etkili olur. Bazı öğretmenler ders içeriklerini, notları, geri dönüşleri eksiksiz yapıyorken çoğu öğretmen bb’i kullanmıyor. Arada bi brief yükliyolar o kadar.”

Students expressed their satisfaction with the Panopto Video Recording System.

- “Yüz yüze veya online derslerde dersin akışı bozulduğunda/ takip edemediğimizde/ devamsızlık yapmak zorunda kaldığımızda Panopto kurtarıcımız oluyor.”
- “Çook güzel bir uygulama çoğu dersimi tekrar izledim derse yarım hatırladığım ya da o an ders dinlerken not tutamadığım zamanlarda tekrar açıp notumuda tuttum ders tekrarımı da yaptım çok memnunum”

The students have brought some suggestions about the system, taking these into account, improvements are made as much as possible.

- “Blackboard özellikle uzaktan eğitim için çok faydalı bir araç. Fakat sistemin efektif kullanımı için, sistemi kullanan öğrenciler kadar eğitim veren kişilerin de sisteme hakim olmaları gerekiyor. Özellikle dönem başlarında, tanışma ağırlıklı ilk hafta derslerinde, sistemin kullanımı ile ilgili bir oryantasyon verilmesinin gerekli ve faydalı olacağını düşünüyorum. Ben 1 yıllık uzaktan bir program dahilinde sistemi kullanıyorum ve sistemin efektif olarak kullanımının en erken dönemde anlatılması bizler için çok önemliydi. Birçok arkadaşım 3-4 ay sonunda sadece derslere girebilecek bilgiye sahipken, değerli hocalarımızdan birçoğu da çok basit fonksiyonellikleri çözmek için ciddi zaman harcadılar. Diğer taraftan Blackboard sistemindeki en büyük eksiklik, özellikle bizler gibi uzaktan eğitim alan ve birbirini tanımayan öğrenciler için bir iletişim ağı oluşturmaması (ya da böyle bir fonksiyon varsa yine bilinmediğinden dolayı kullanılmadı). Özellikle çalışma gruplarının oluşturulması ya da ödev paylaşımları gibi konularda, sınıftaki arkadaşlarımızla ortak bir platform üzerinde haberleşmek ve birbirimize ulaşmak konusunda çok zorlandık ve sorunlar yaşadık.
- “Ödev submitlerken bir upload yüzdesi konulsa ve bu sayede ödevimizin ne kadar zamanda yükleneceğini görebilsek güzel olurdu.”
- “Panopto sistemi oldukça güzel, yalnızca yüz yüze derslerdeki kayıtların ses ve görüntü kalitesi her sınıfta aynı olmuyor. Hepsinde güzel kalite olmasını tercih ederim.”
- “Panopto sistem olarak gerçekten çok güzel bir düşünce ama teknik anlamda yetersiz ders kayıtlarının ses ve görüntü kalitesi çok düşük hocaların sesleri anlamakta güçlük çekiyoruz aynı şekilde tahta okunmuyor maalesef.”

Students expressed their satisfaction with the university.

- “IUE is a good choice. Overall the curriculum is very reasonable and the teachers are very enthusiastic and responsible. They put effort into educating the students.”
- “Eğitim konusunda yüksek, başka üniversitede de okuduğum için bunu rahatlıkla söyleyebiliyorum, ayrıca olanaklar, imkanlar çok fazla ve çeşitli.”
- “Hocalarımdan çok ama çok memnunum. Ekonomik açıdan asla bu okulu tercih etmezdim çünkü kantin ve yemek fiyatları pahalı. Fakat eğitim daha önemli olduğu için kaliteden dolayı tekrar seçerdim.”
- “Teknoloji, öğretmen öğrenci etkileşimi açısından verim aldığım bir eğitim öğretim dönemi geçirdiğimi düşünüyorum”
- “Bölümüm ve üniversitemden memnunum ama derslerin zorluğunu ve hocaların katı olduğunu da söylemek lazım.”
- “Okulumdan çok memnunum. Daha önce başka bir üniversitede eğitim gördüm. Gerek hocalar gerek imkanlar olarak okulumuz harika.”