

# Izmir University of Economics Instructional Technologies Students' Evaluation Report FALL 2021

## Introduction

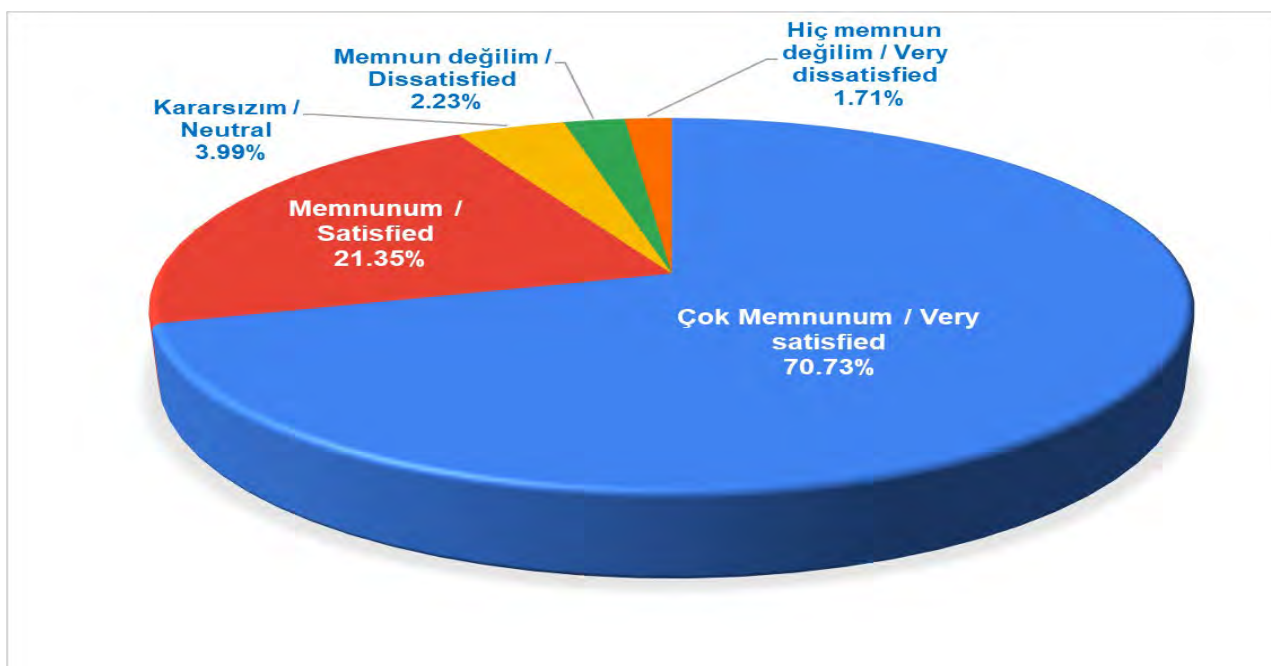
The purpose of this survey is to collect feedback from our students about technology-enhanced face to face/online/hybrid education and find out about the level of comfort you feel when using various features and functionalities of the online education systems.

Blackboard Learn, Blackboard Collaborate and Panopto platforms are used during the face-to-face/online/hybrid education at IEU. Blackboard is a learning management system that IUE has utilized to support the teaching and learning process since Fall 2015. Blackboard is a powerful instruction, communication, and assessment tool that allows faculty to connect with students, share course material and lecture notes, administer assignments and exams, and give feedback on students' work. Blackboard Collaborate is the virtual classroom (or web conferencing) tool which enables voice, video and text interaction between students and instructors and used for online education intensely. Panopto is a video platform that allows students to access their course videos and watch the lessons on their computer, smart phone, or tablet when they are unable to attend class, or when they need to prepare for their exams. These systems are used to increase the quality of education in both online/hybrid and face-to-face delivery of instruction.

A web-based survey was sent to all students enrolled in Blackboard LMS at the end of **2021-2022 Fall term**. The survey included closed-ended questions as well as opportunities for providing open-ended comments on important issues of relevance that may have been missed in the survey. 1930 responses were received.

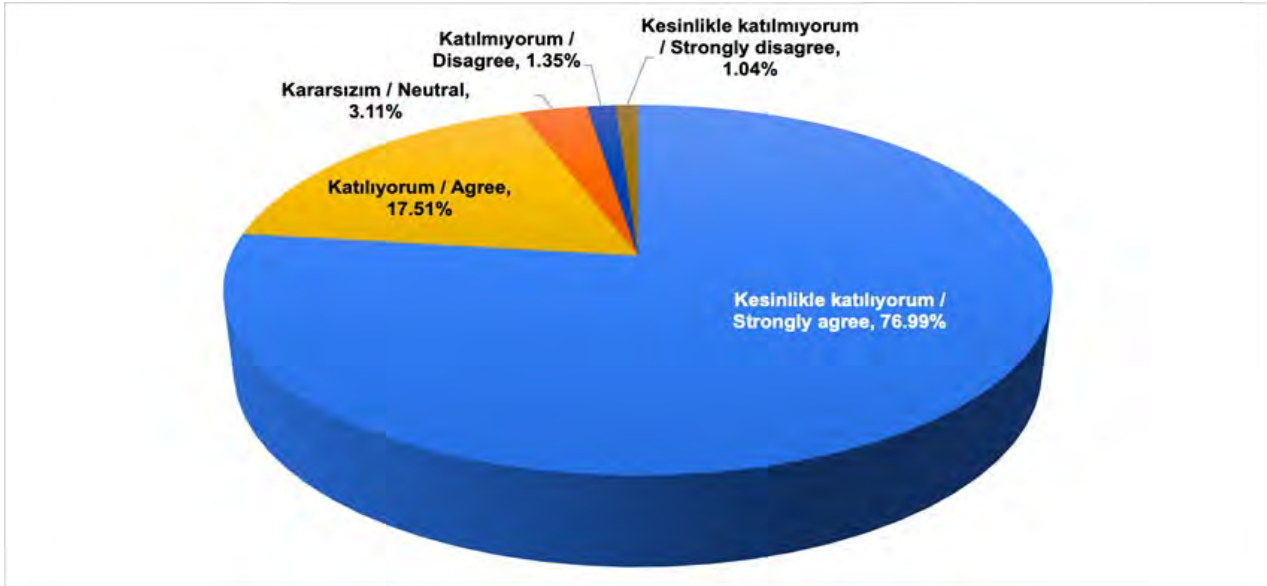
### How satisfied are you with using Blackboard Learn?

When asked how satisfied they were with Blackboard Learn, 71% of students who responded to the survey said they were very satisfied, 21%, said they were satisfied, 4% were neutral, 2% 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, 77% of respondents strongly agree with the fact that the platform is easy to use, 18% agree, 1% disagree, and 1% strongly disagree. 3% of respondents said they were not sure.

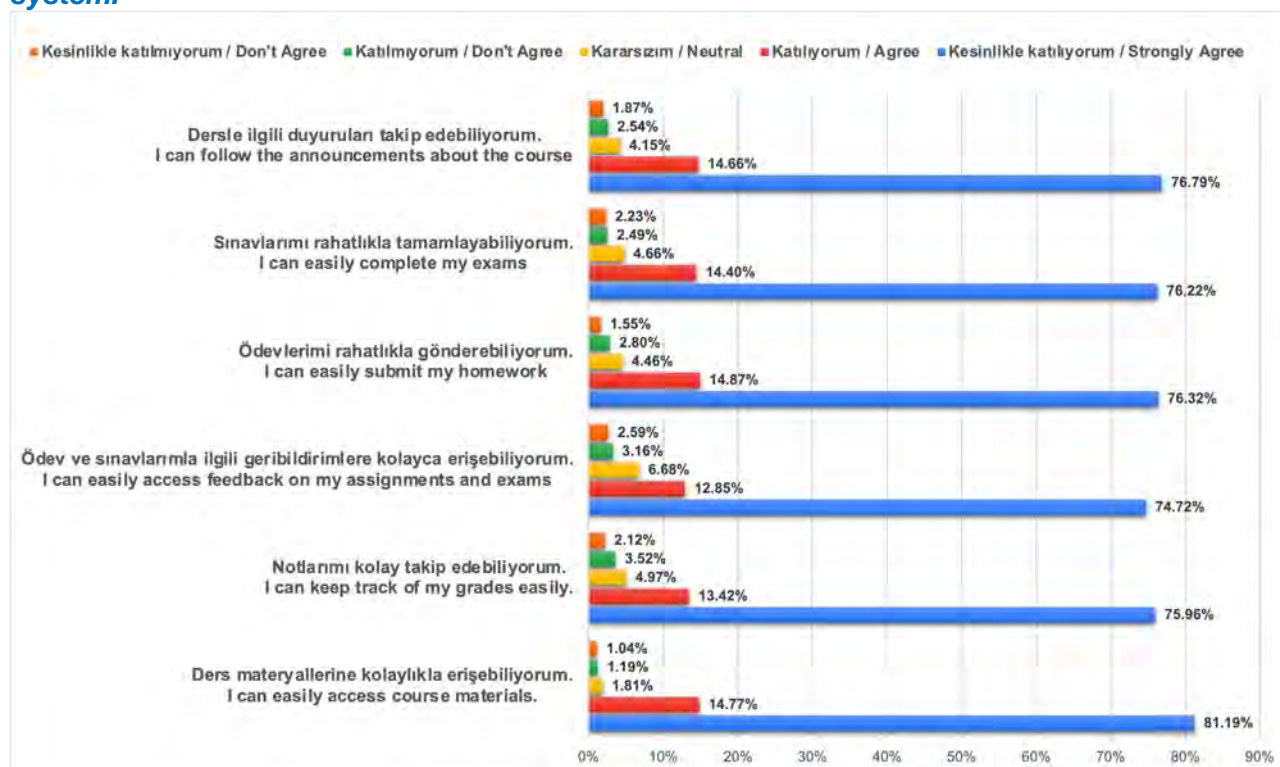


### *Which course tools did/do you use in the Blackboard Learn system?*

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, Blackboard Collaborate, Announcements, Item/File, Quizzes, and Notes. The least used features include blog and help tools.

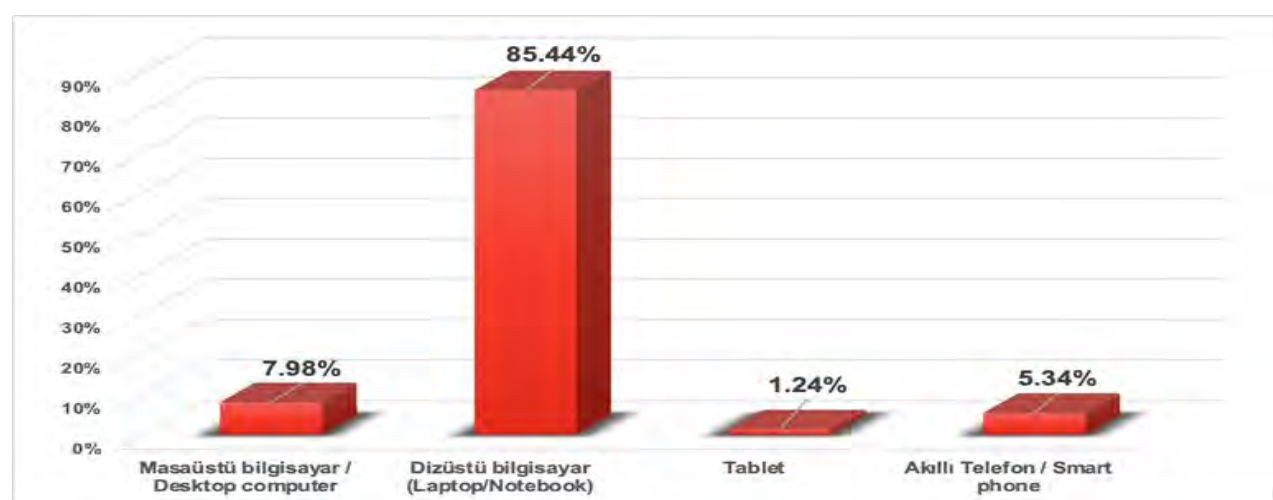


Indicate your level of satisfaction with the opportunities provided by the Blackboard Learn system.



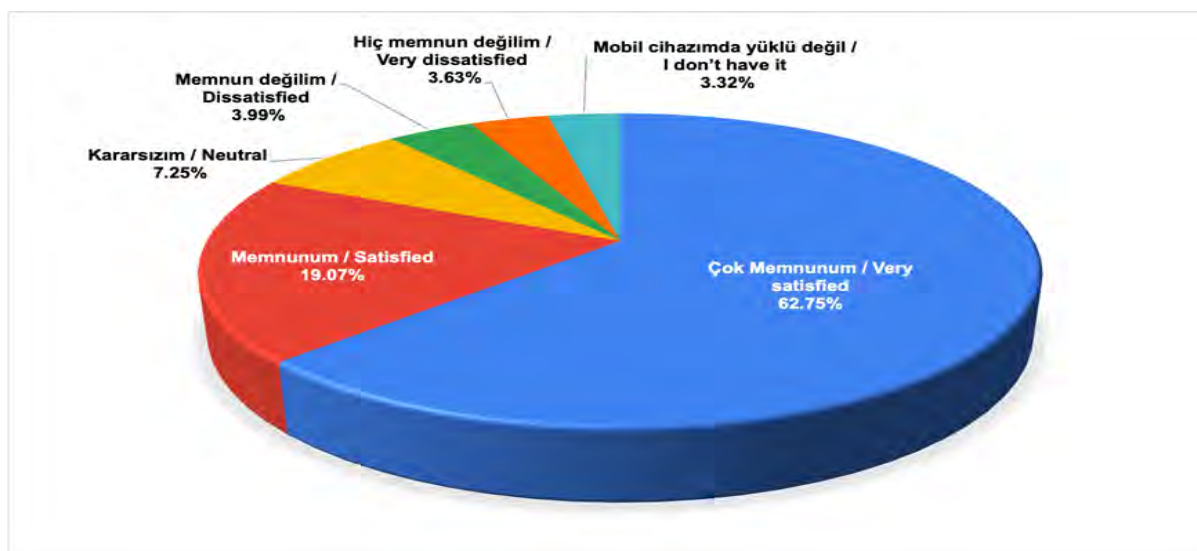
The survey also measures students' level of satisfaction with the Blackboard Learn opportunities. Respondents were presented with a list of benefits that Blackboard Learn offers and queried about their level of satisfaction with these benefits. They were allowed to select more than one option. Results show that, with a combined percentage of 96, 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, 89% of respondents were satisfied with being able to follow course grades, 88% were satisfied with being able to easily access feedback, 91% were happy being able to easily submit homework and 90% 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 system?



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 86% of respondents saying that is the device they use to access the system. The second device of preference is the desktop computer, with 8%. As far as devices such as smart phones and tablets are concerned, 5% and 1% of respondents said those are the devices they use to access the system, respectively.

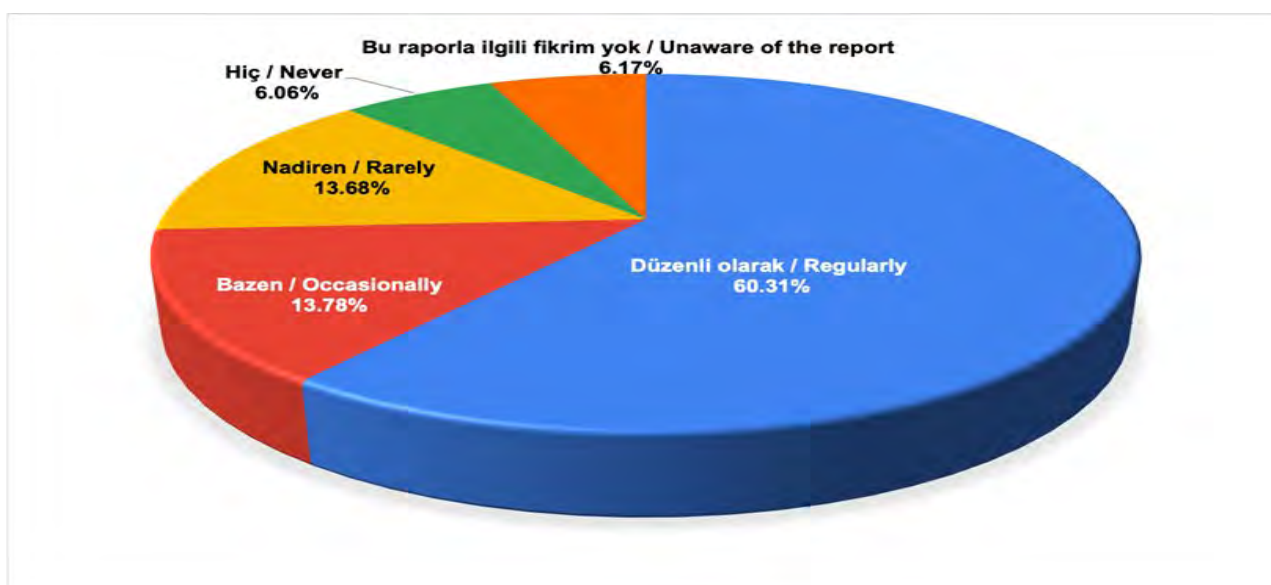
### *How satisfied are you with using the Blackboard Mobile App?*



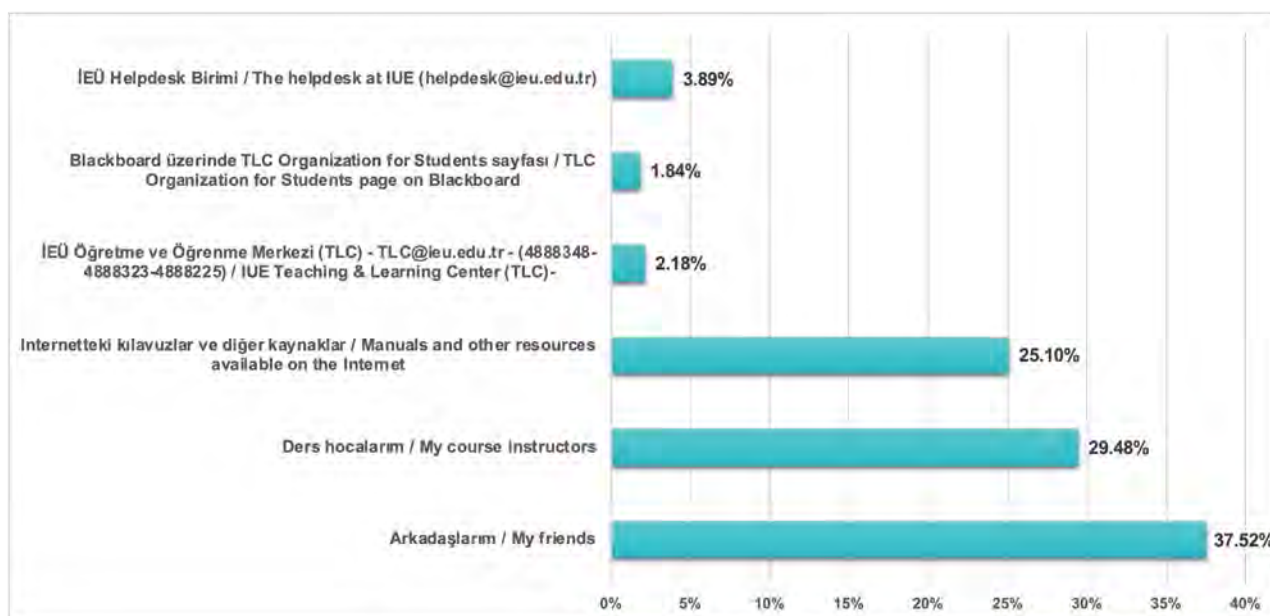
According to the graph above, 63% of respondents are very satisfied and 19% are satisfied with the mobile app. A total of 8% students said they were not satisfied with the app and 7% were neutral. On the other hand, 3% of the respondents do not have the mobile app installed on their devices.

### *How often do you access the Blackboard Analytics Student report?*

Blackboard Learn provides students and instructors with analytics reports that 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, 60% of those who responded to the survey said they regularly access the report, while 14% said they access it occasionally, and 14% said they rarely access it. 6% of the respondents never access the report and a considerable number of students, 6%, said they have no idea about this report.



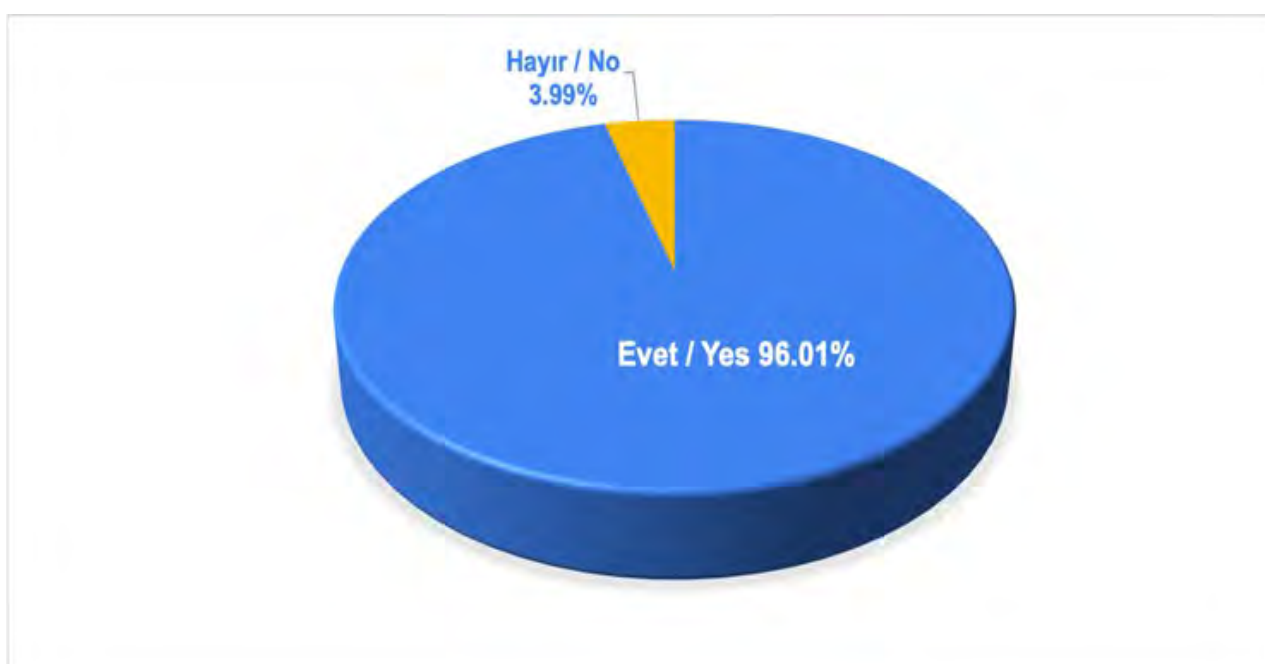
### Where do you get help when you need help using Blackboard Learn?



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 29% get help from instructors. In third place came manuals and other resources available on the internet with 25%.

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

The survey also included a question about students' attendance in the 2021-2022 fall term. 96% of students who responded to the survey said they regularly attended classes and 4% of students said they didn't attend classes on a regular basis in the 2021-2022 fall term.



### Online courses are as effective as in person (face-to face) courses.

The survey also aimed to get an insight into the comparison of online and face to face courses effectiveness. 69% of students who responded to the survey said they strongly agree with online courses are as effective as in person (face-to-face) courses. 5% agree, 6% disagree, and 15% strongly disagree. 5% of respondents said they were not sure.

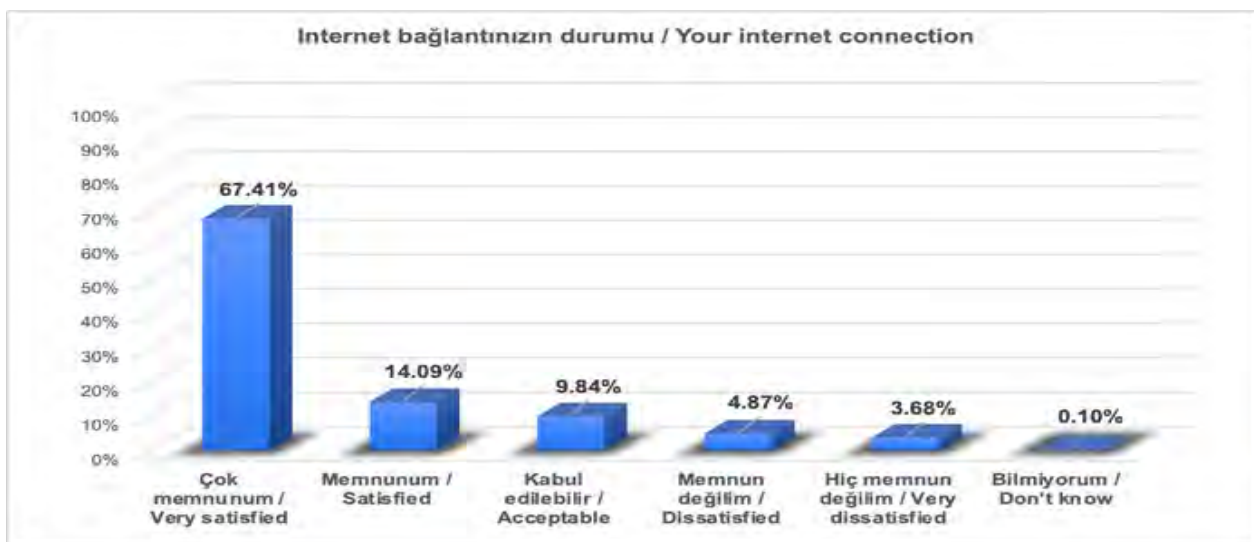


### Level of satisfaction with tech-enhanced face-to face/online/hybrid education

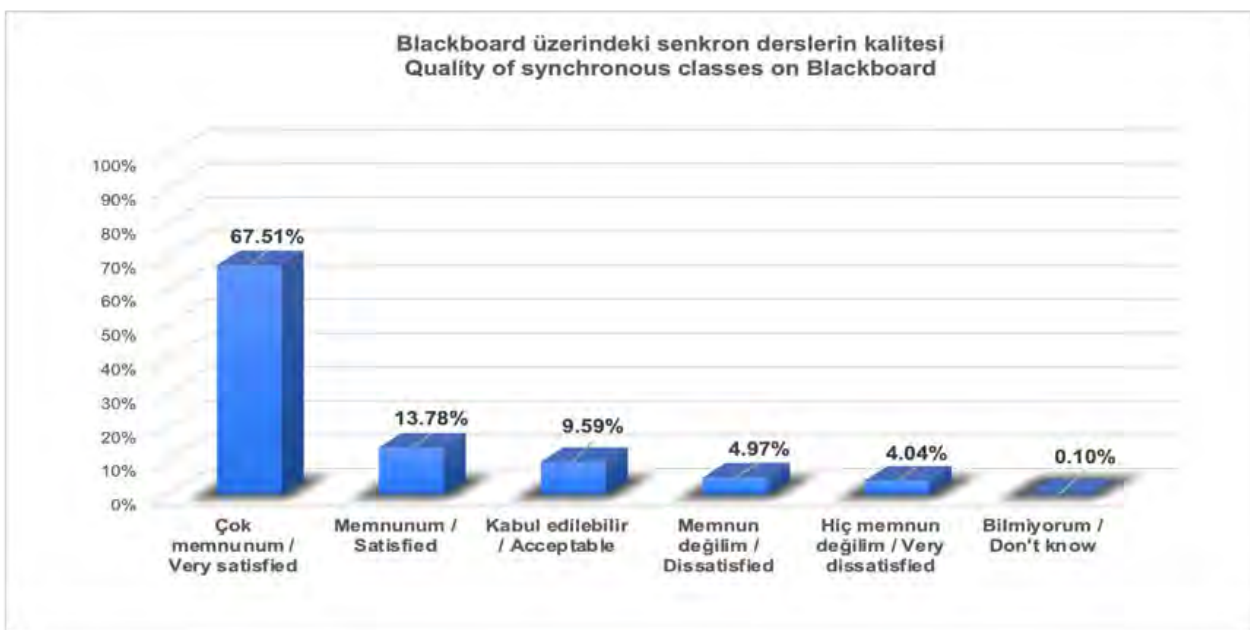
The survey also measures students' level of satisfaction with tech-enhanced face-to face/online/hybrid education issues in terms of several aspects.

#### Your Internet Connection

According to the graph, 14% of the participants stated that they were satisfied with their internet connection. 67% of the participants stated that they were very satisfied with their internet connection, 10% were acceptable, 5% were not satisfied, and 4% were not at all satisfied.

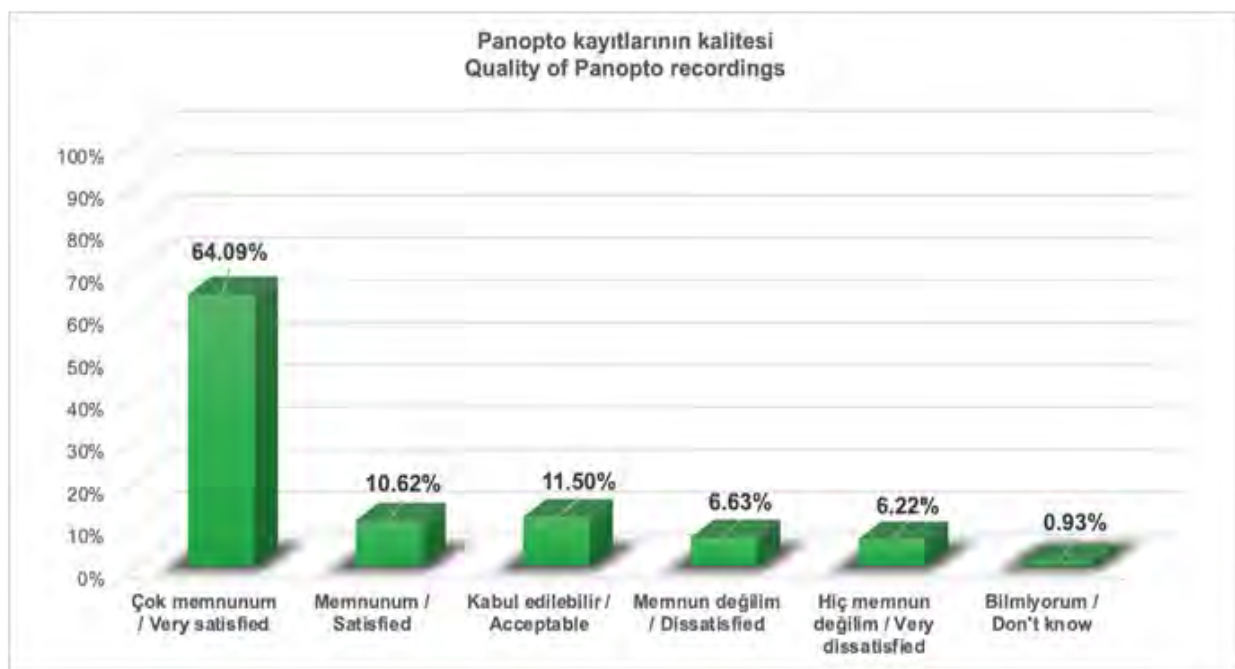


### Quality of synchronous classes on Blackboard



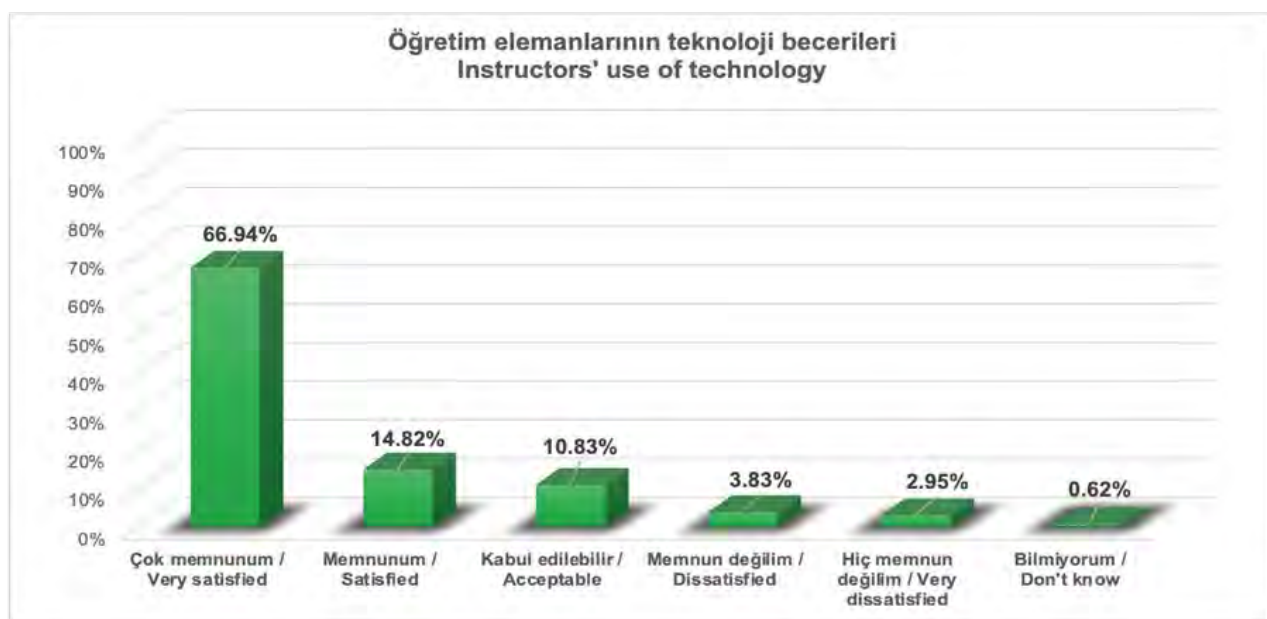
According to the graph, 68% of respondents are very satisfied with quality of synchronous classes on Blackboard. 14% are satisfied, 10% said quality is acceptable, 5% are dissatisfied, and 4% are very dissatisfied. A mere 0.10% of respondents said they did not know.

### Quality of Panopto recordings



According to the graph, 64% of respondents are very satisfied with the quality of Panopto recordings. 11% are satisfied, 12% said quality is acceptable, 6% are dissatisfied and 6% are very dissatisfied. A low percentage, 1% of respondents, said they did not know.

### ***Instructors' use of technology***



According to the graph, 67% of respondents are very satisfied with instructors' use of technology. 15% are satisfied, 11% said it is acceptable, 4% are dissatisfied and 3% are very dissatisfied. Only 0,62% of respondents said they did not know.

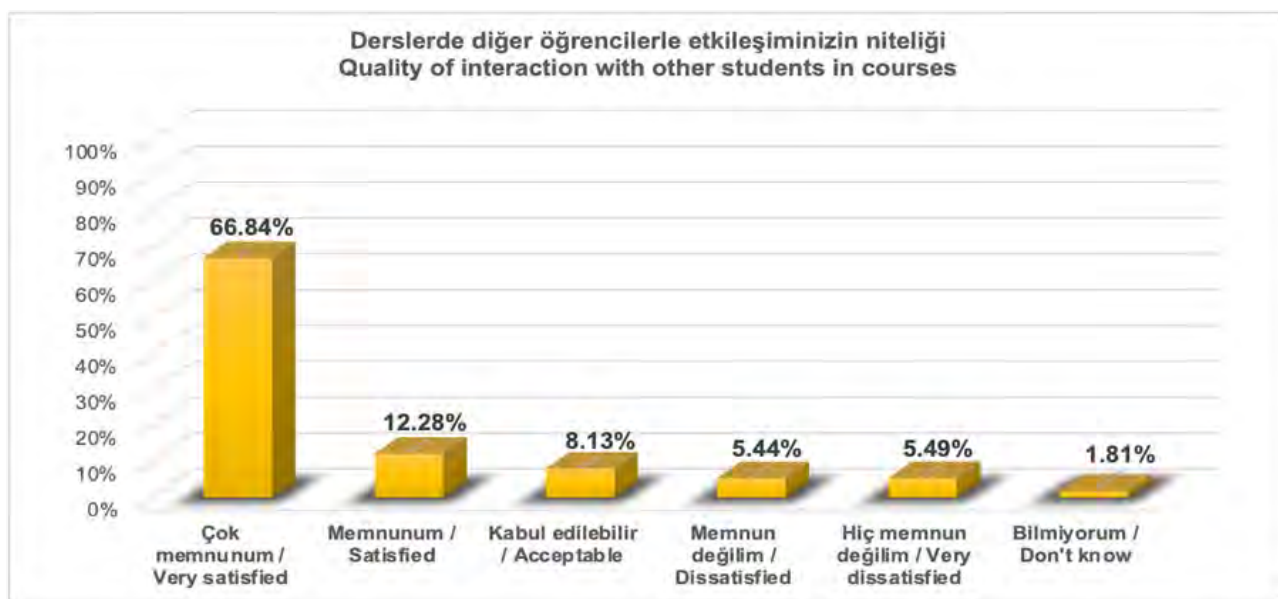
### ***Quality of student-instructor interaction***



According to the graph, 67% of respondents are very satisfied with student-instructor interaction. 14% are satisfied, 10% said interaction is acceptable, 4% are dissatisfied and 4% are very dissatisfied. Only 1% of respondents said they did not know.

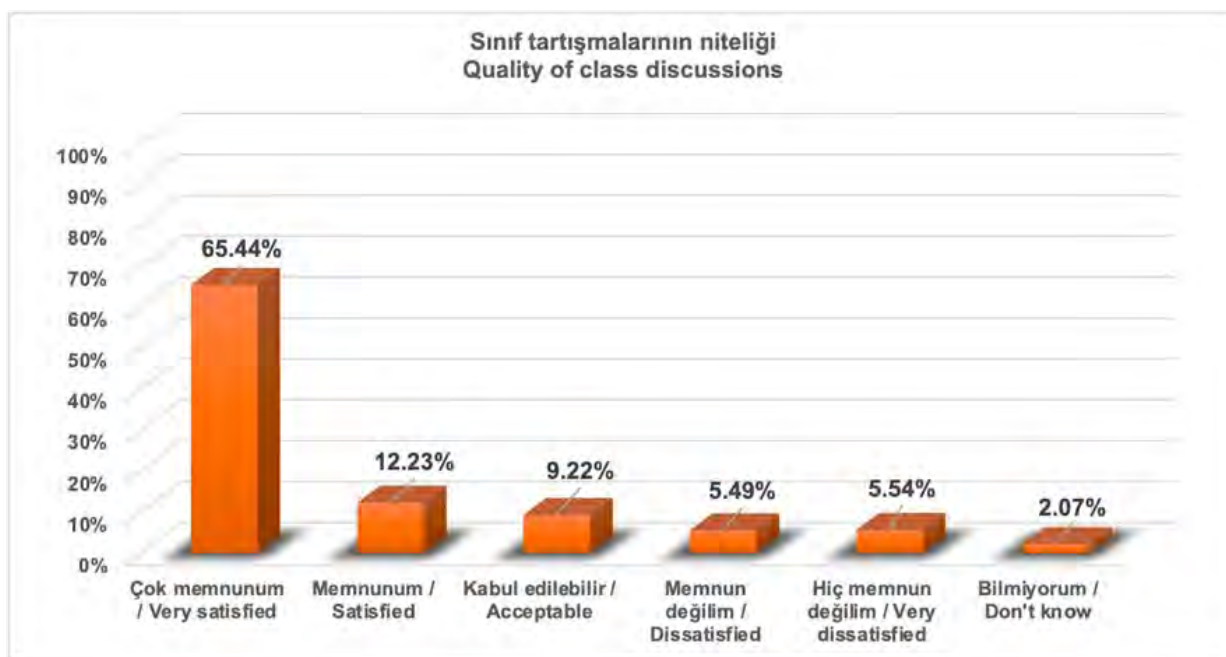


### Quality of interaction with other students in courses



According to the graph, 67% of respondents are very satisfied with interaction with other students. 12% are satisfied, 8% said it is acceptable, 5% are dissatisfied and 6% are very dissatisfied. 2% of respondents said they did not know.

### Quality of class discussions



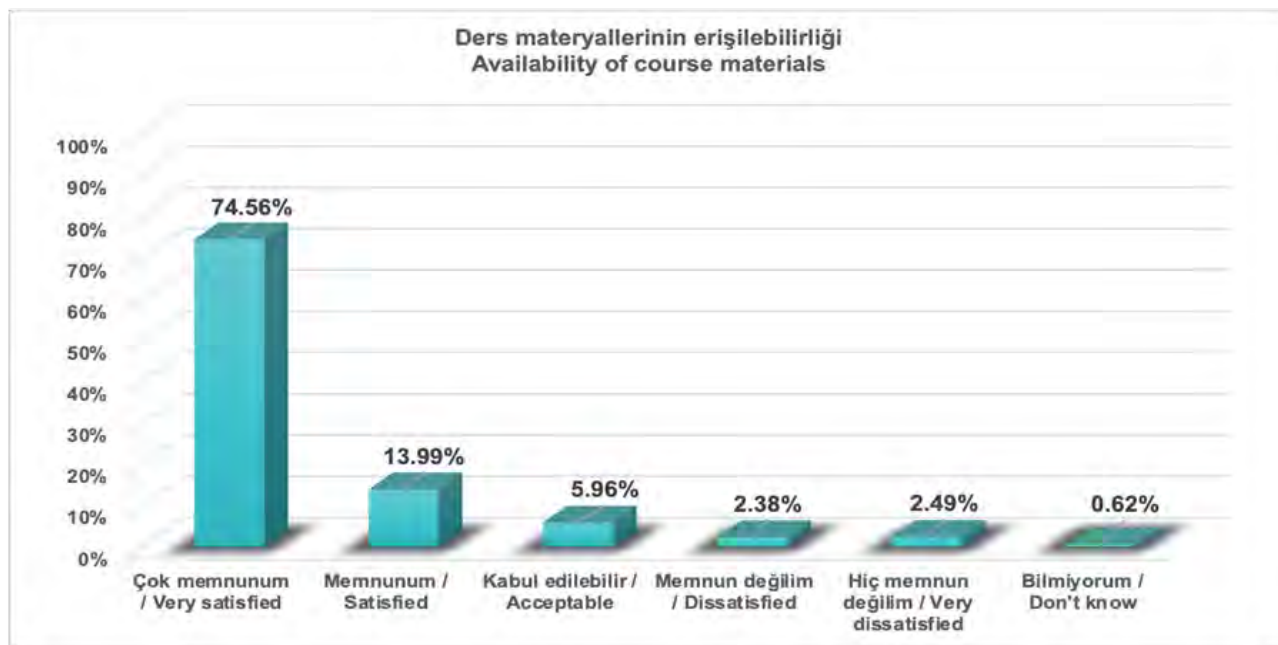
According to the graph, 65% of respondents are very satisfied with the quality of class discussions. 12% are satisfied, 9% said it is acceptable, 6% are dissatisfied and 6% are very dissatisfied. A low percentage, 2% of respondents, said they did not know.

### *Your level of comprehension of the course materials*



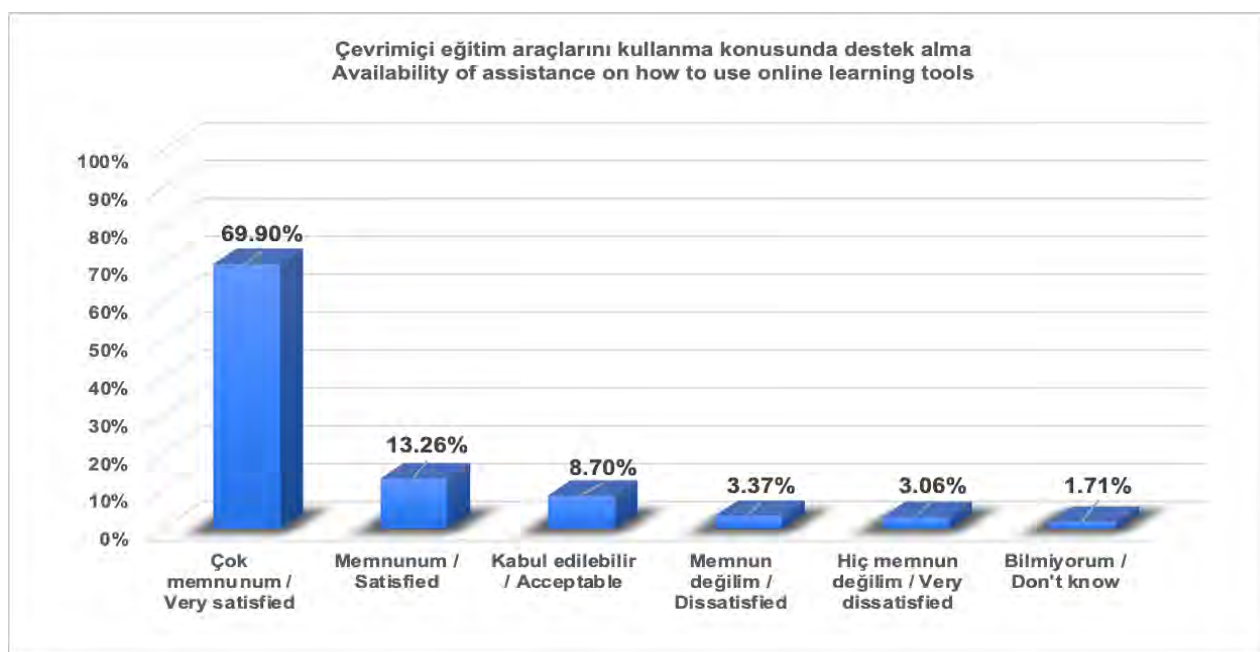
According to the graph, 70% of respondents are very satisfied with their level of comprehension of course material. 13% are satisfied, 7% said it is acceptable, 4% are dissatisfied and 5% are very dissatisfied. Only 1% of respondents said they did not know.

### *Availability of course materials*



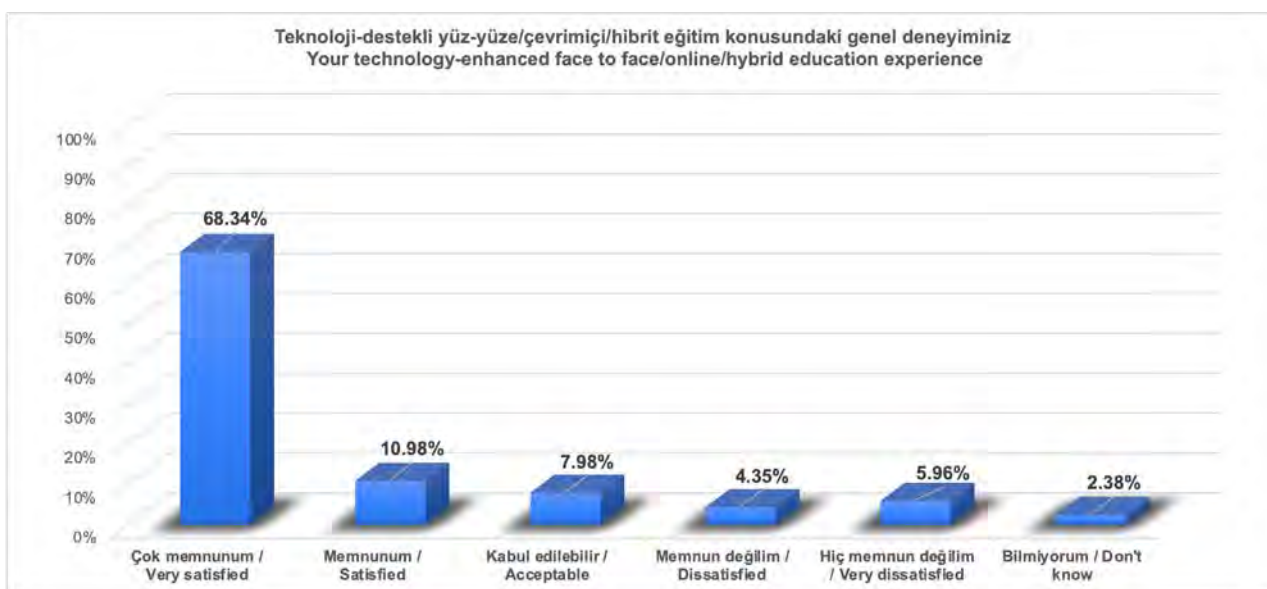
According to the graph, 75% of respondents are very satisfied with availability of course materials. 14% are satisfied, 6% said it is acceptable, 2% are dissatisfied and 2% are very dissatisfied. A mere 1% of respondents said they did not know.

### Availability of assistance on how to use online learning tools



According to the graph, 70% of respondents are very satisfied with assistance on how to use online learning tools. 13% are satisfied, 9% said it is acceptable, 3% are dissatisfied and 3% are very dissatisfied. Only 2% of respondents said they did not know.

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



According to the graph above, 68% of respondents are very satisfied with their technology-enhanced face to face/online/hybrid/education experience in the fall term. 11% are satisfied, 8% said it is acceptable, 4% are dissatisfied and 6% are very dissatisfied. Only 2% of respondents said they did not know.

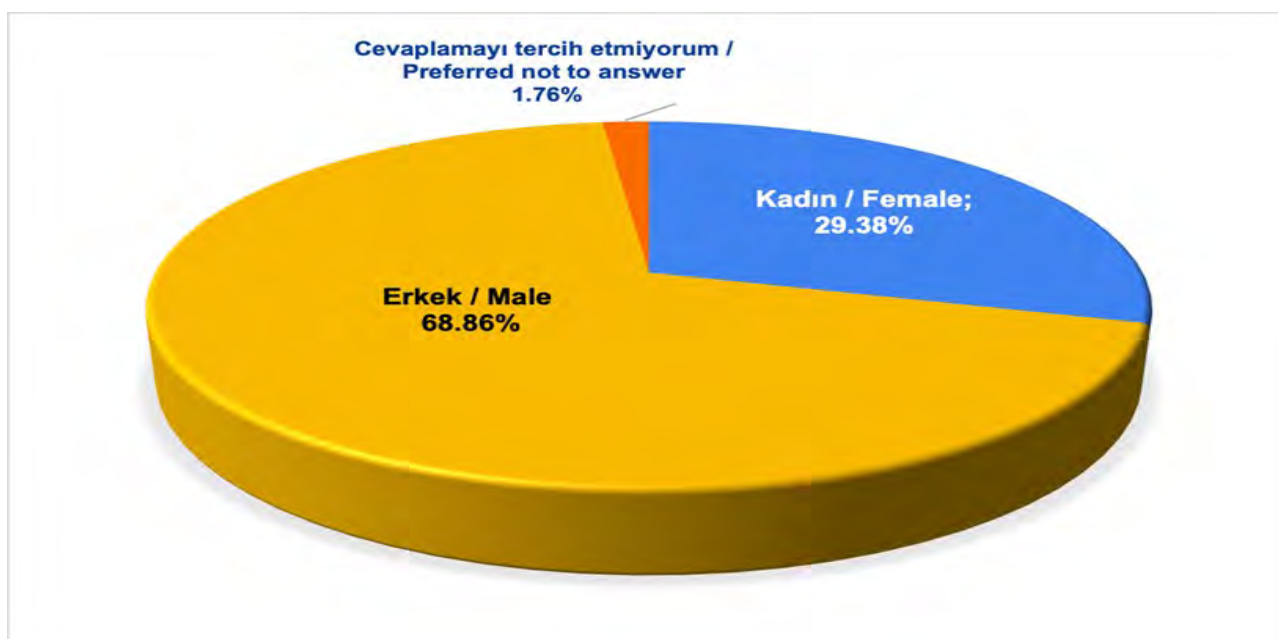
### *Online/hybrid education positively contributed to my learning process.*

This survey aims to obtain information about whether online/hybrid education contributes positively to the learning processes of students. 67% of the students strongly agree that online/hybrid education contributed positively to their learning processes. 9% agree, 6% disagree, and 10% strongly disagree. 8% of respondents said they were not sure.



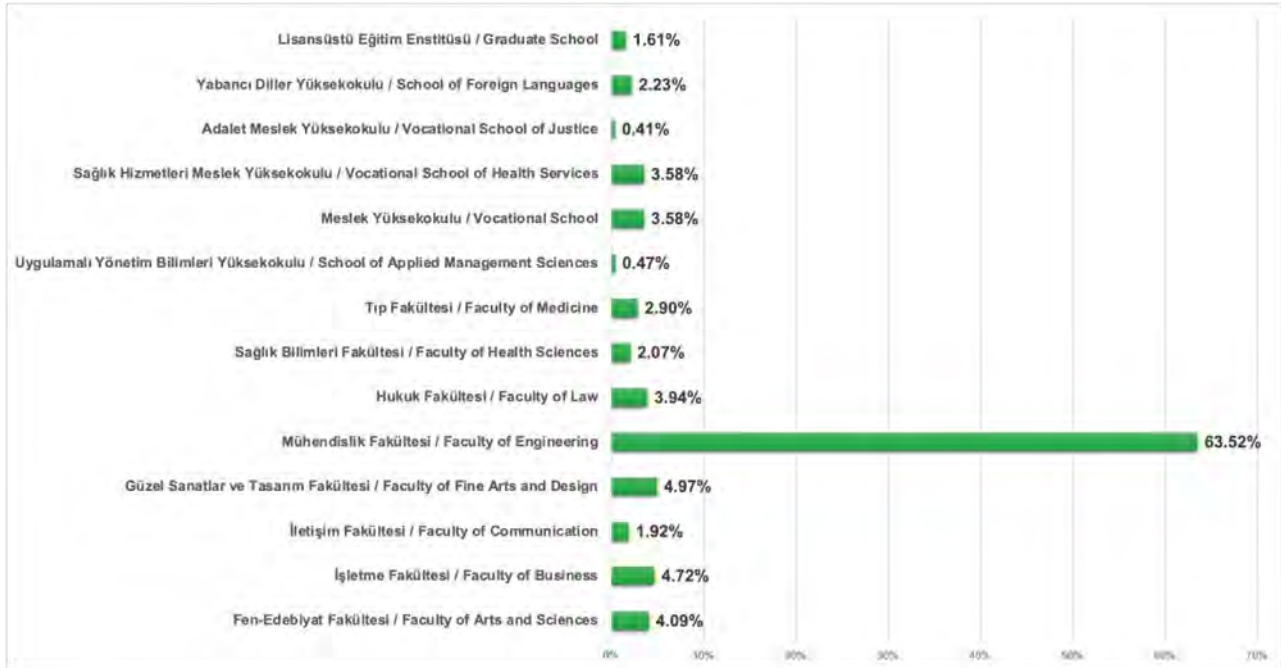
### *Gender*

Of all students who answered the survey, 29% are female and 69% are male. There is a big difference between the number of female students answering the survey and the number of male students. 2% of the participants preferred not to answer this question.



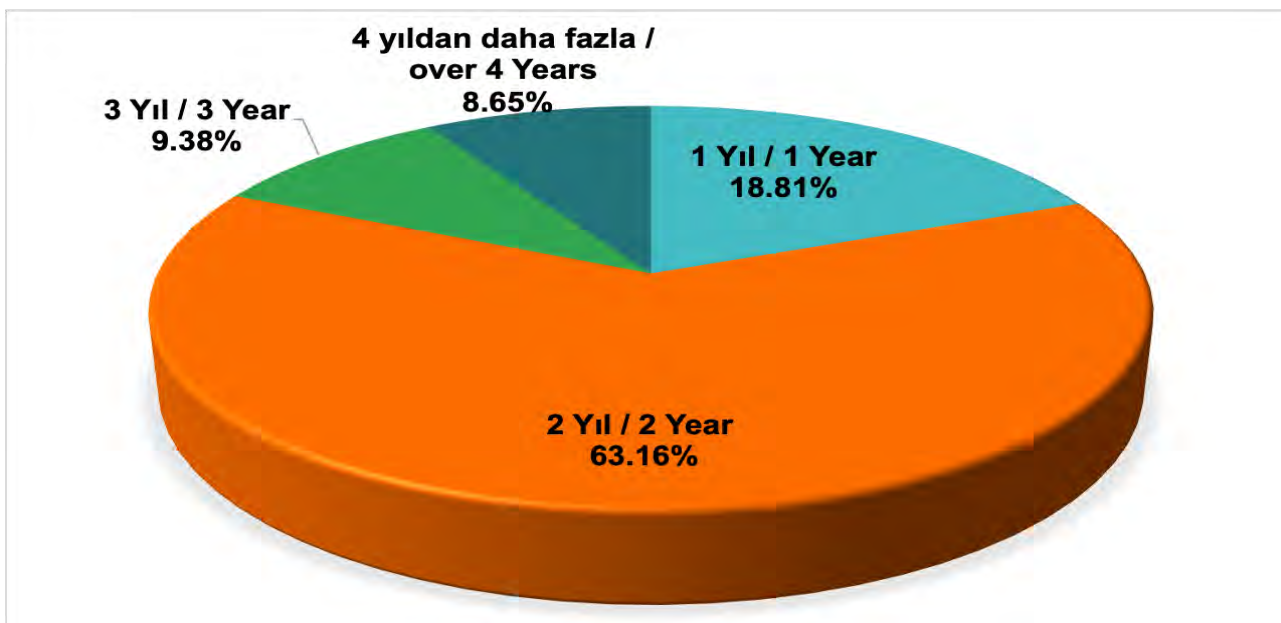
## Your Faculty/School

Of all students who answered the survey, 64% are from the Faculty of Engineering, 5% are from the Faculty of Fine Arts and Design, and 5% are from Faculty of Business. The faculties with the least number of participants are School of Applied Sciences and Vocational School of Justice having received 0.47%, and 0.41% of the votes, respectively.



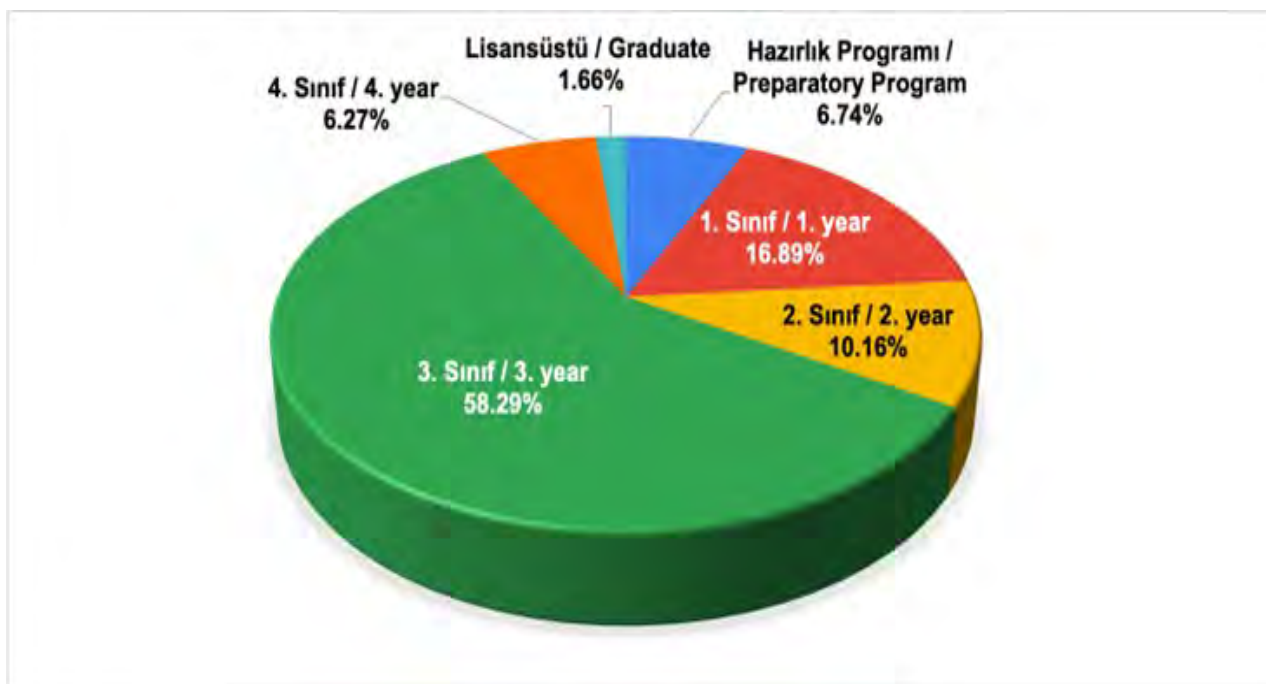
## How many years have you been studying at IUE?

According to the following graph, 63% of respondents have been studying at the university level for 2 years, 19% have been studying for 1 year, 9% of respondents have been studying for 3 years, and 9% have been studying at the university level for over 4 years.



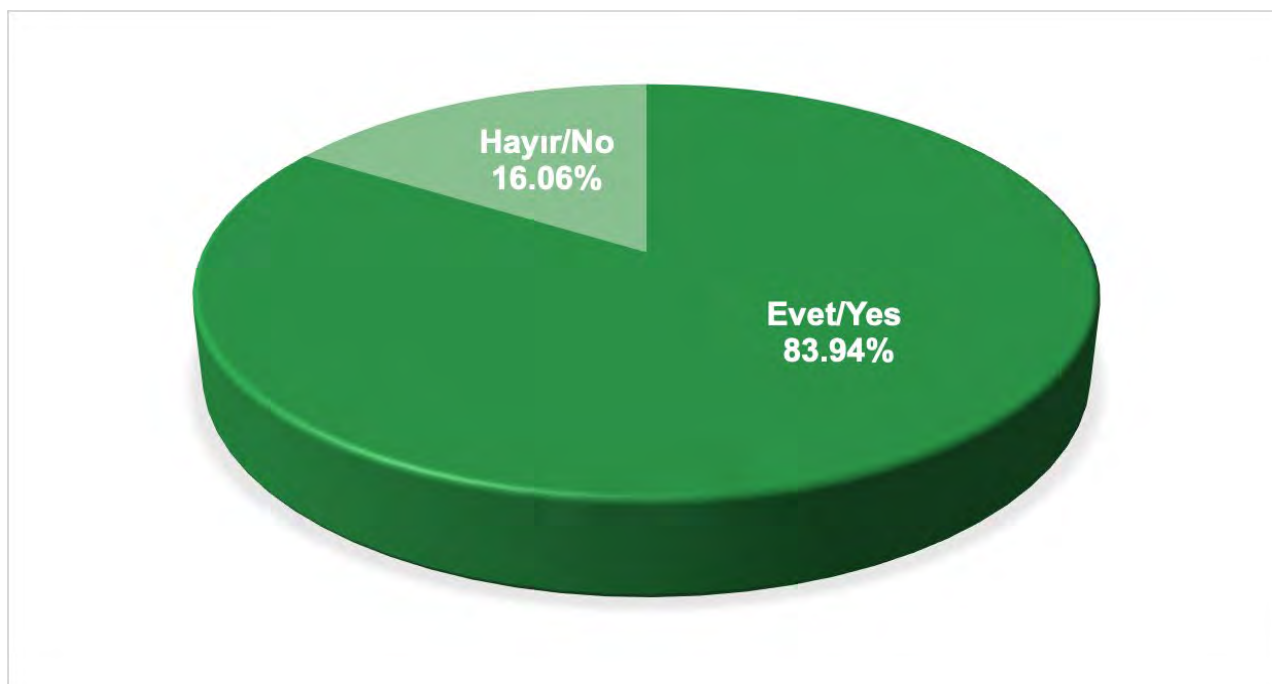
***In which grade did you study in the 2021-2022 academic year?***

According to the graph below, 7% of the respondents are enrolled in the Preparatory Program, 17% identified themselves as freshman, 10% as sophomore, 58% as junior, 6% as senior, and 2% as graduate students.



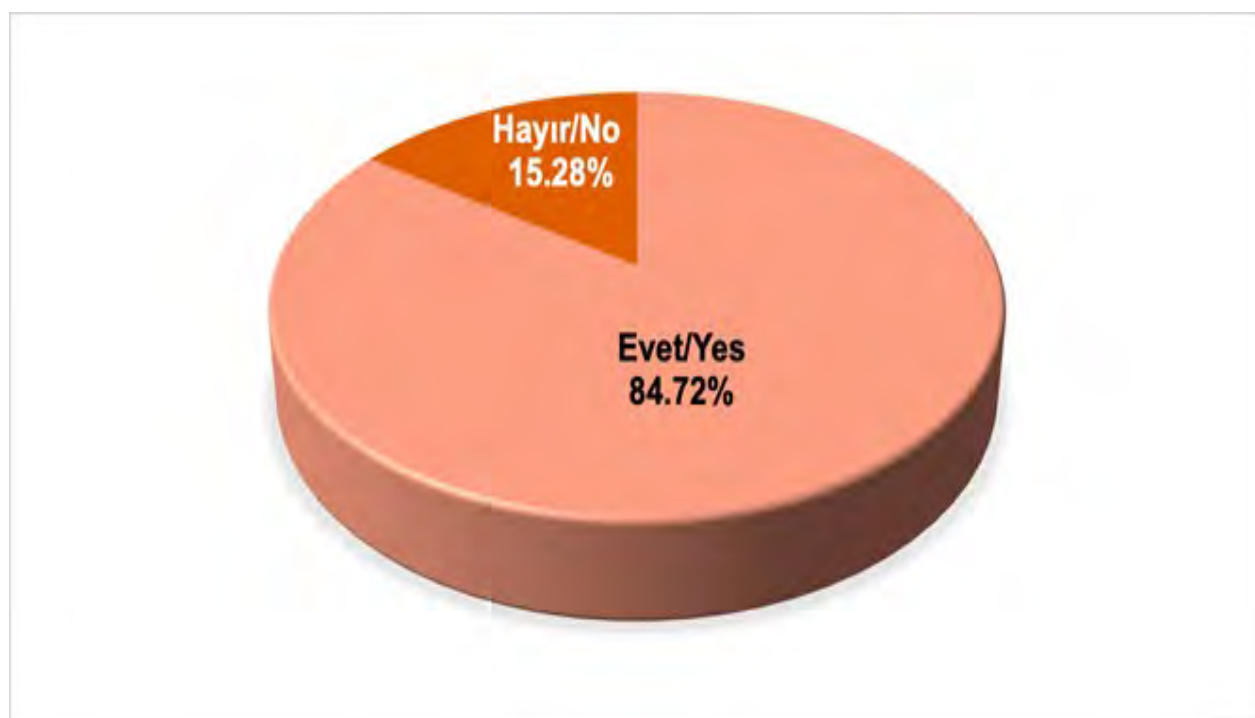
***If I were to choose my university and department again, I would PREFER Izmir University of Economics and my department.***

The survey also measures the possibility of students choosing the same university and department if they had the chance to do it again. 84% of students who responded to the survey said they would pick the same university and their department again. 16% 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. 85% of students said they would recommend their university and department to students who would start their university education. 15% 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.**

- *“Çok yararlı ve dersleri takip etme açısından kusursuz.”*
- *“Blackboard Learn sistemini rahatlıkla kullanıyorum. Hiçbir sorun yaşamadım.”*
- *“Bu sistemden çok memnunum. Kullanımı gayet kolay ve açık. Derslerime ve hocalarımaya kolaylıkla erişebiliyorum.”*
- *“Covid sürecinde Blackboard alt yapısı sayesinde online olarak çok faydalı geçirdim”*
- *“Özellikle pandemi sürecindeki online eğitime geçişin başarılı yapılabilmesi ve donanımlardan çok memnunum. Çünkü çevrimiçi eğitim desteği çok iyi.”*

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

- *“Arayüzü, erişilebilirliği gayet rahat bir platform ancak kimi öğretmenler derslerinin bütün işleri için blackboard'ı kullanırken kimi öğretmenler bilgilerin yarısı burda yarısı başka yerde olacak şekilde kullanıyorlar ya da bazen bazı bilgileri eksik yüklüyorlar. Hocalar arasında bir bütünlük olmadığından bu öğrenci için bir karmaşaya yol açıyor.”*
- *“Gayet iyi fakat bazı hocaların yeteri kadar sorumluluk almadığını düşünüyorum”*

- *“Bazı öğretim elemanlarının blackboard kullanma eğitimi alması gerektiğini düşünüyorum. Her course için syllabus eklenmeli, bazı hocalar hiç eklemedi. Sınav tarihleri bu kadar dağınık olmamalı. Bazı derslerin sınav sonuçları çok geç açıklanıyor.”*
- *“The main problem for me right now is that my teacher don't really use the grades/feedback features”*
- *“Arayüzü, erişilebilirliği gayet rahat bir platform ancak kimi öğretmenler derslerinin bütün işleri için blackboard'ı kullanırken kimi öğretmenler bilgilerin yarısı burda yarısı başka yerde olacak şekilde kullanıyorlar ya da bazen bazı bilgileri eksik yüklüyorlar. Hocalar arasında bir bütünlük olmadığından bu öğrenci için bir karmaşaya yol açıyor.”*
- *“Actually online/hybrid education is highly complex and it takes a lot of time to check whether the learning objectives can be achieved and also it's need too much requirements to use this environment specially using helps tools for online learning for instructors and learner for example some of instructors couldn't use these tools which is too much required to satisfy the learning objectives and to deliver correct and complete information to learners, because without it, information and knowledge remain incomplete and incomprehensible, and this is what is required to achieve educational goals.”*

#### **Students expressed their satisfaction with the Panopto Video Recording System.**

- *“Panopto yazılımından çok memnunum, kaçırdığım veya anlayamadığım dersleri istediğim kadar, istediğim hızda izleyebilmek bana sınavlarımda çok yararlı oldu.”*
- *“Gayet kullanışlı arayüzü ve kalitesi başarılı”*
- *“Panopto yazılımından çok memnunum, kaçırdığım veya anlayamadığım dersleri istediğim kadar, istediğim hızda izleyebilmek bana sınavlarımda çok yararlı oldu. Şunu da belirtmek isterim ki en verimli panopto kayıtları uzaktan derslerde oluyor, yüz yüze derslerin kayıtlarının sesleri tam anlaşılıyor.”*

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

- *“Lütfen ödev yükleme aşamasında % gibi ödevin ne kadar yüklendiğini, kalan süreyi görebilelim.” [Güz 2022 döneminde Blackboard Learn sistemine bu özellik eklenmiş olacaktır.]*
- *“Recorded sessions I guess it may gave permission to download the video content with some constraints and preservation of rights because it will be more useful for students revision.”*
- *“Sınıf ortamında bulunan mikrofona iyileştirilmesi veyahut yazılımın kullanmış olduğu kameranın açısı içerisinde bulunan göstergelere yaklaştırma özelliği getirilmesi gerekli.”*
- *“Online derslerde panopto kayıtları çok güzel ve anlaşılır oluyor ama yüz yüze derslerde, dersi tekrar ederken panopto izlemek çok zor. Bazılarında ses net değil ya da çıkmıyor. Tahtaya yazılan şeyler net kesinlikle görülüyor.”*

#### **Students expressed their satisfaction with the university.**

- *“I am absolutely satisfied with the quality of the university in terms of the professors and the courses and all the staffs. The online courses are in perfect quality as well.”*
- *“Kampüsün konumu, Öğretim üyelerinin bilgi düzeyi ve en önemlisi derslerin İngilizce olarak verilmesini beğeniyorum”*
- *“Eğitimin İngilizce olmasından memnunum”*
- *“Ani gelişen olumsuz durumlarda bu süreci iyi yönettiklerini düşünüyorum öğrenciler için hibrit veya çevrimiçi olması özellikle bu dönemde bizi rahatlatmış ve seçtiğim bölümden, aldığım derslerden, öğretmenlerimizden çok memnunum.”*