

Izmir University of Economics
Instructional Technologies
Students' Evaluation Report
SPRING 2023

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, Zoom and Panopto platforms are used during the face-to-face/ online/hybrid education at IUE. 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 **2022-2023 Spring 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. 311 responses were received.

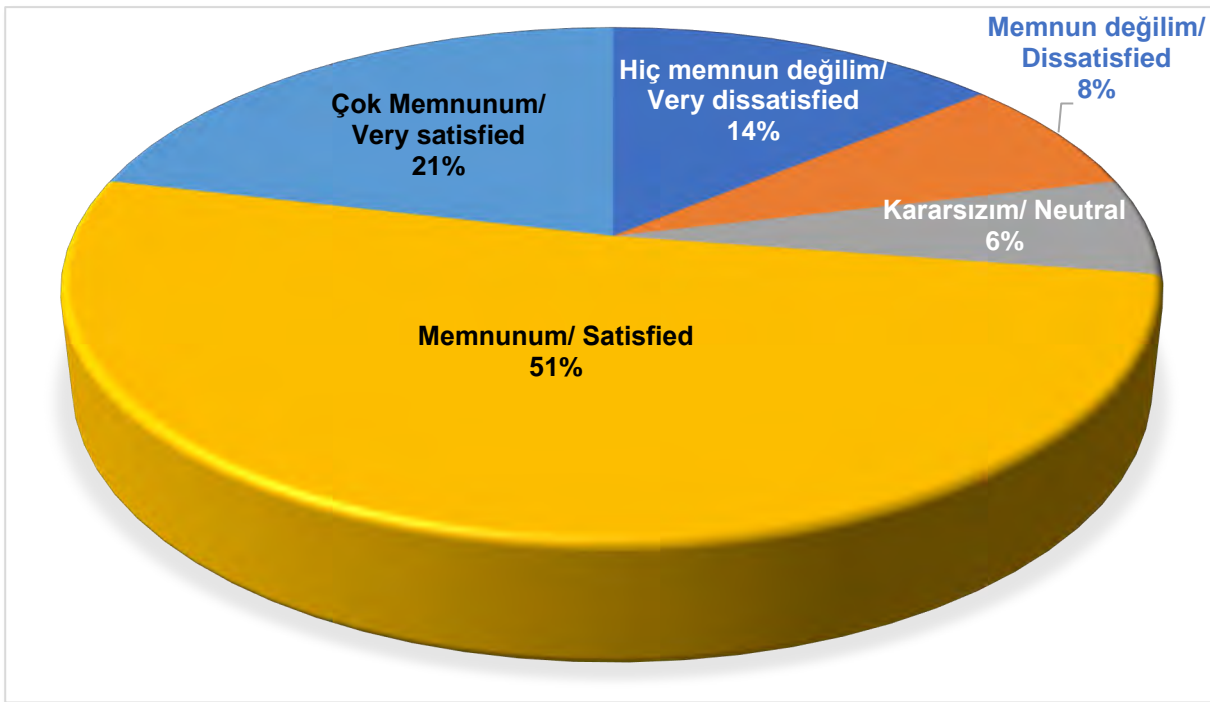
The following **key findings** have been reached based on the accumulated results of this study.

IUE students;

- are satisfied with Blackboard Learn and Panopto
- find Blackboard Learn easy to use.
- find Blackboard Learn a simple way to access course material.
- mostly use Blackboard Learn to submit assignments and exams, keep track of announcements made by instructors, follow their course grades, and access course material
- are generally satisfied with the way they access their course material, follow course notes and announcements, get feedback on homework, and send assignments.
- are satisfied with their instructors' technology use and the quality of the student-instructor interactions.
- access the system on their laptops/notebooks.
- have an overall satisfaction with their technology-enhanced face to face/online/hybrid education experience.

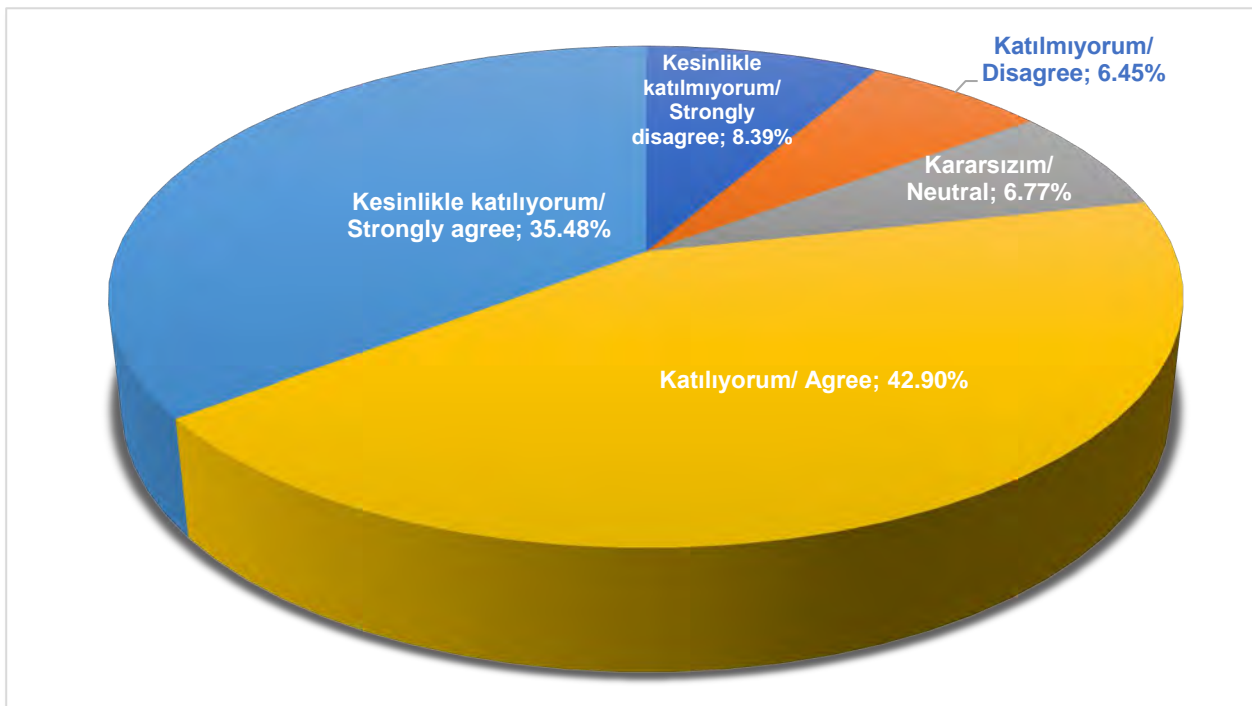
How satisfied are you with using Blackboard Learn?

When asked how satisfied they were with Blackboard Learn, 21% of students who responded to the survey said they were very satisfied, 51%, said they were satisfied, 6% were neutral, 8% were dissatisfied, and only 14% said they were very dissatisfied.



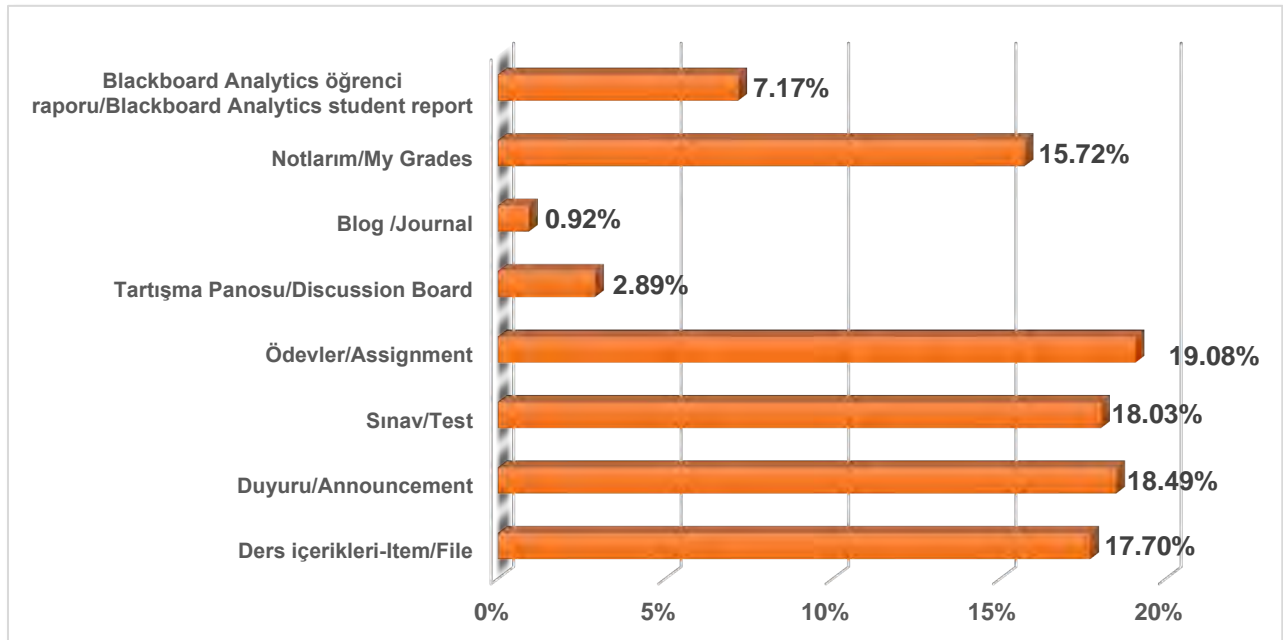
I can easily use the Blackboard Learn system.

The survey also measures how easy students think the system is to use. According to the graph below, 35% of respondents strongly agree with the fact that the platform is easy to use, 43% agree, 6% disagree, and 8% strongly disagree. 7% of respondents said they were not sure.

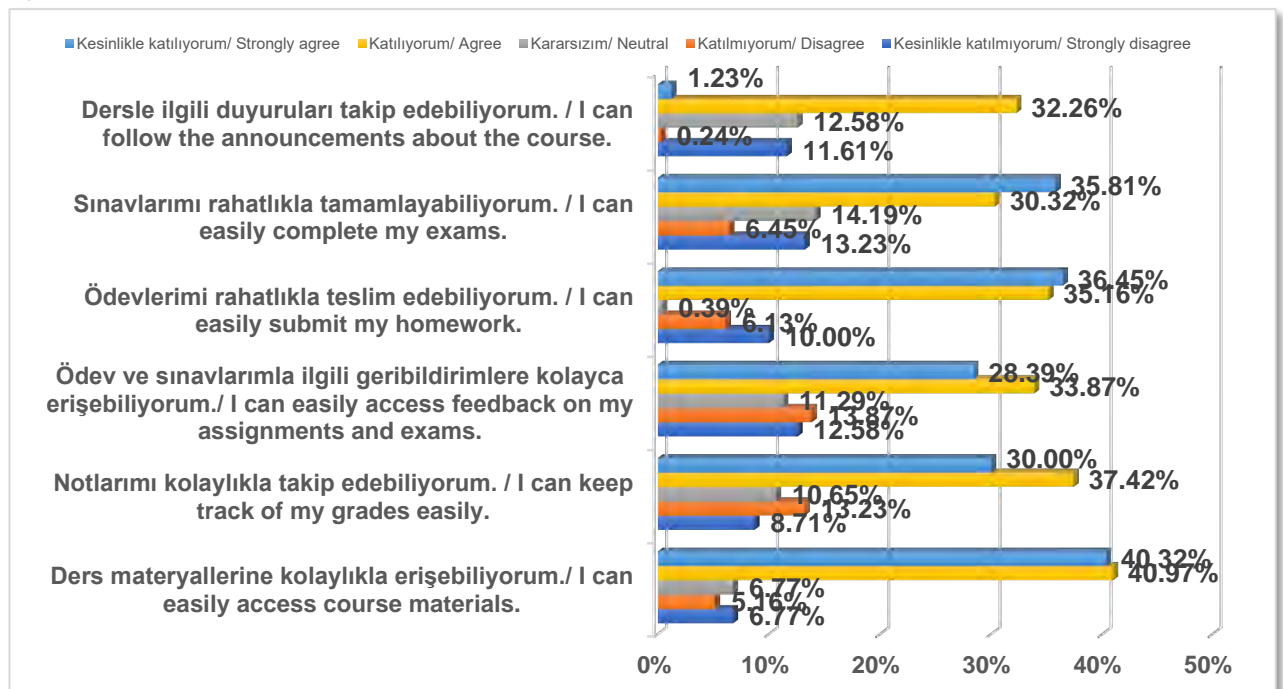


Which course tools did/do you use in the Blackboard Learn system?

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**, **Announcements**, **Test**, **Item/Files** and **Notes**, which received 19%, 18%, 18% and 16% of the total votes, respectively. Among the least used features are **blog/journal**, **Bb analytics** and **discussion board**.



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

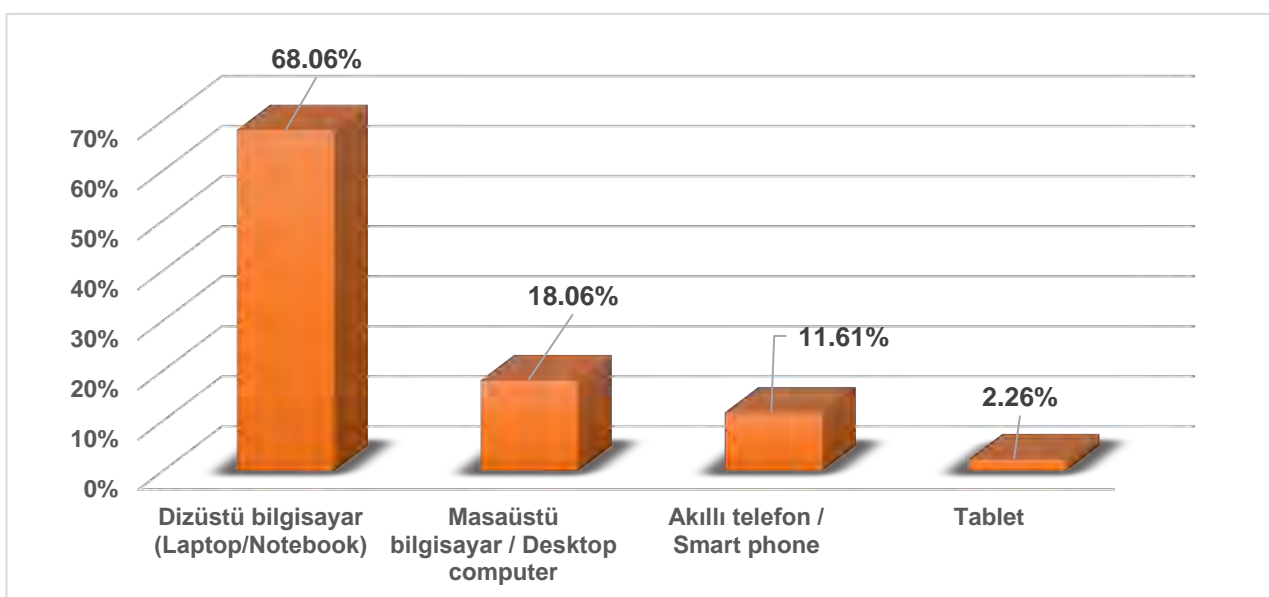


The survey also measures students' level of satisfaction with the Blackboard Learn opportunities. Respondents were presented with a list of benefits that Blackboard Learn offers and queried about their level of satisfaction with these benefits. They were allowed to select more than one option. Results show that, with a combined percentage of 82, students agree with Blackboard being an easy way to access course material. Another benefit that pleases students is that they can easily follow

course announcements. When combined, 34% of the participants stated that they were satisfied with being able to follow the announcements about the course, 66% being able to easily complete their exams, 72% being able to send homework easily, and 68% being able to follow their grades easily. In addition, the results of the survey also showed that the students were satisfied with the easy access to feedback about their homework and exams.

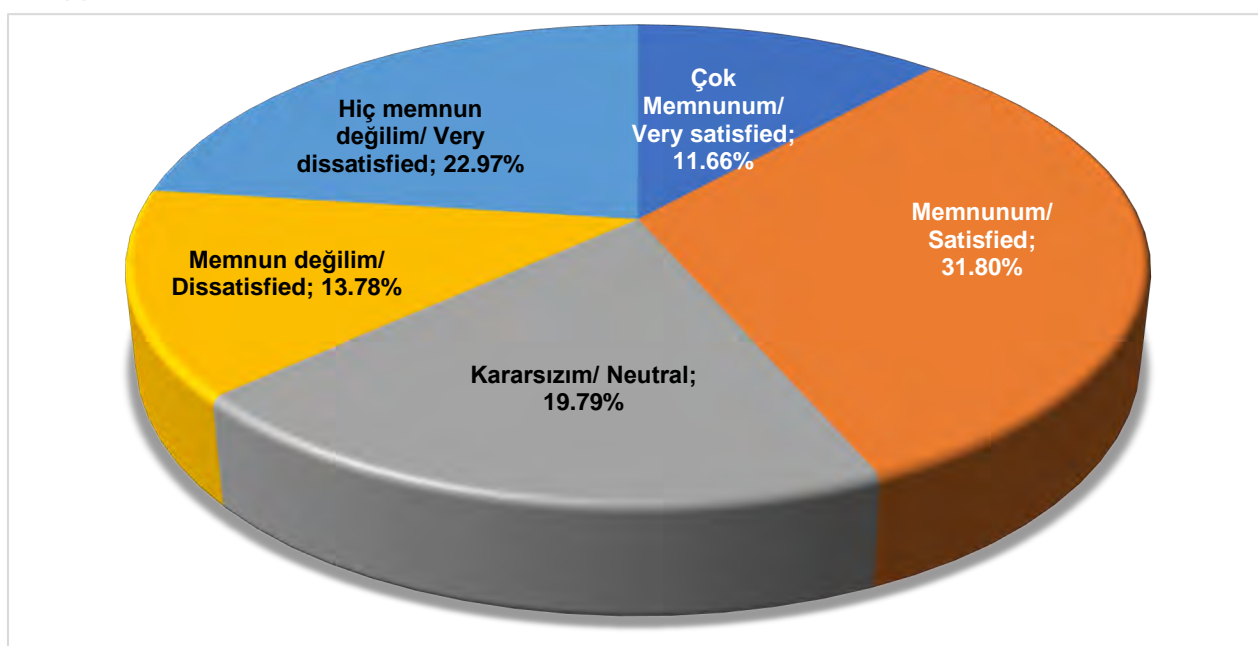
What device do you usually use to access the Blackboard Learn system?

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 68% of respondents saying that is the device they use to access the system. The second device of preference is the desktop computer, with 18%. As far as devices such as smart phones and tablets are concerned, 12% and 2% of respondents said those are the devices they use to access the system, respectively.



How satisfied are you with using the Blackboard Mobile App?

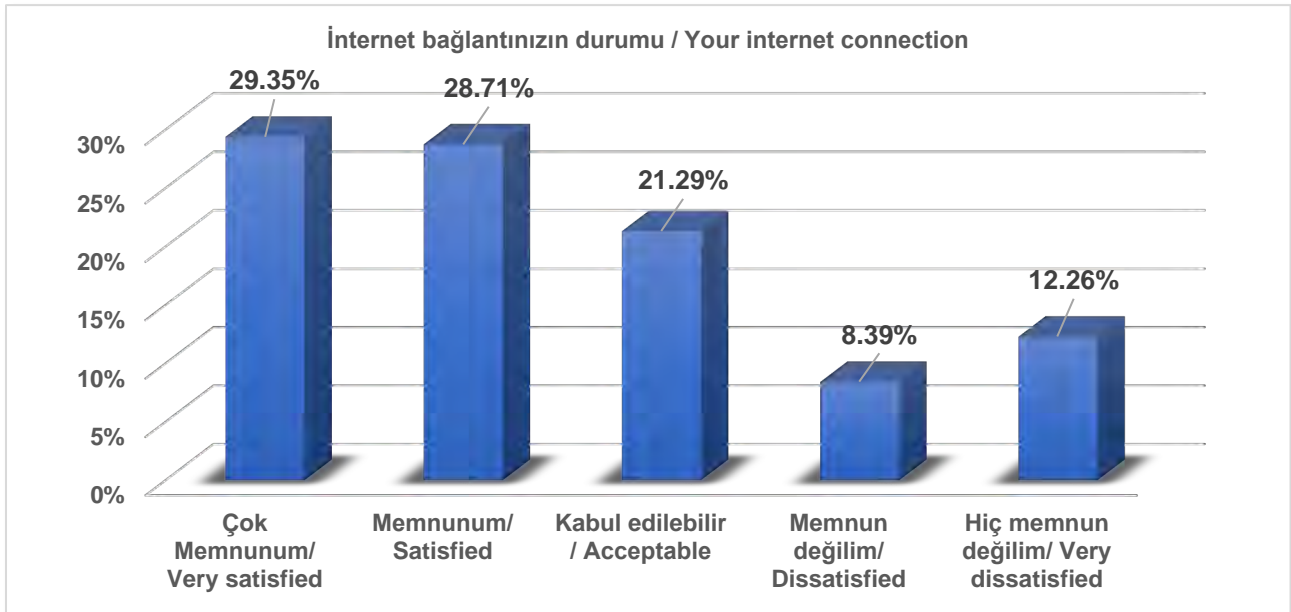
The following question on the survey was about the satisfaction levels of students with using the Blackboard student mobile app. According to the graph above, 12% of respondents are very satisfied and 32% are satisfied with the mobile app. A total of 37% students said they were not satisfied with the app and 20% were neutral.



How satisfaction are you with the online/hybrid education:

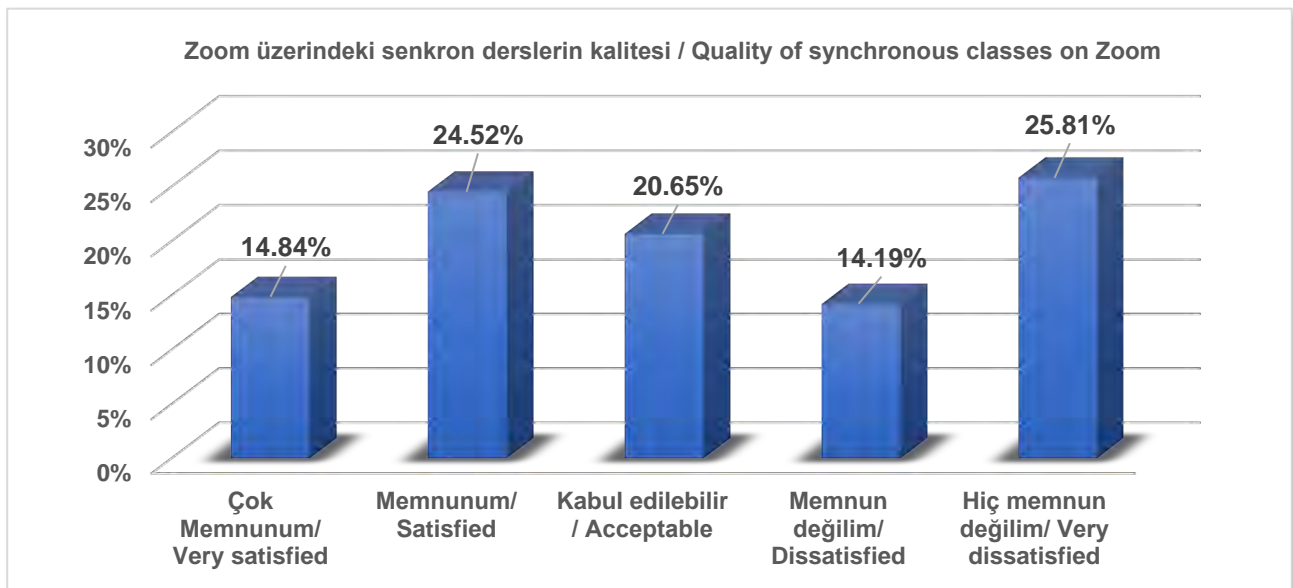
The survey also measures students' satisfaction with online/hybrid education.

Your Internet Connection



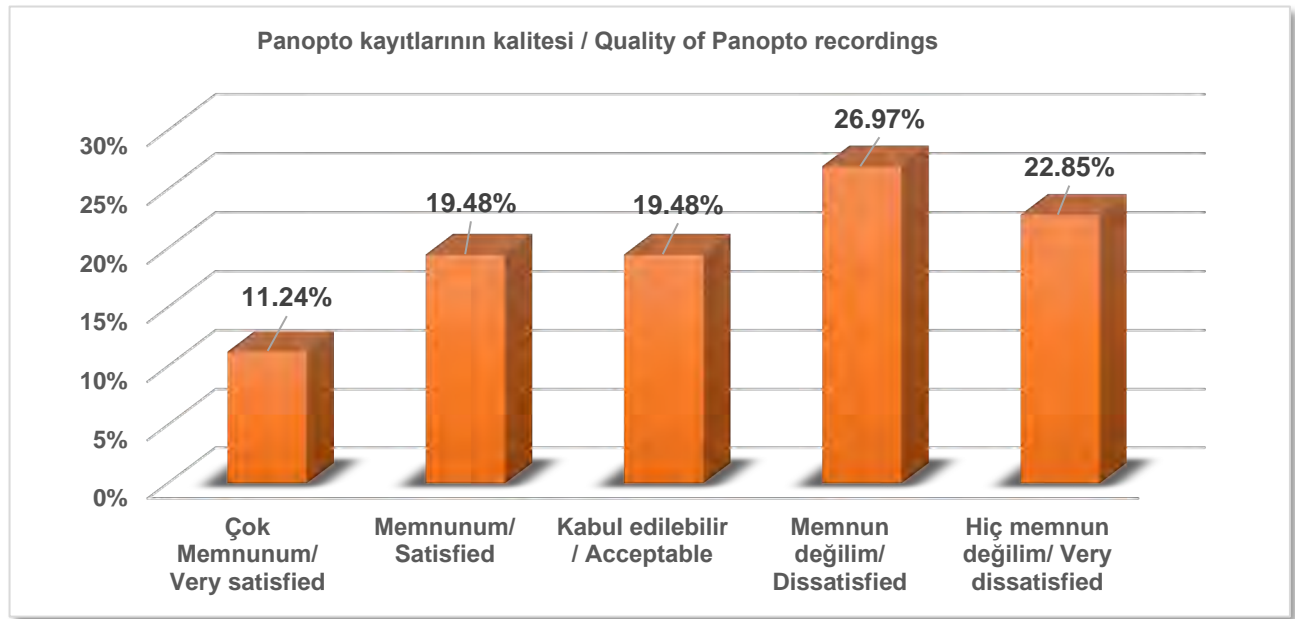
According to the graph, 29% of respondents are satisfied with their internet connection. 29% are very satisfied, 21% of respondents think their internet connection is acceptable, 8% are dissatisfied and 12% are very dissatisfied.

Quality of synchronous classes on Zoom



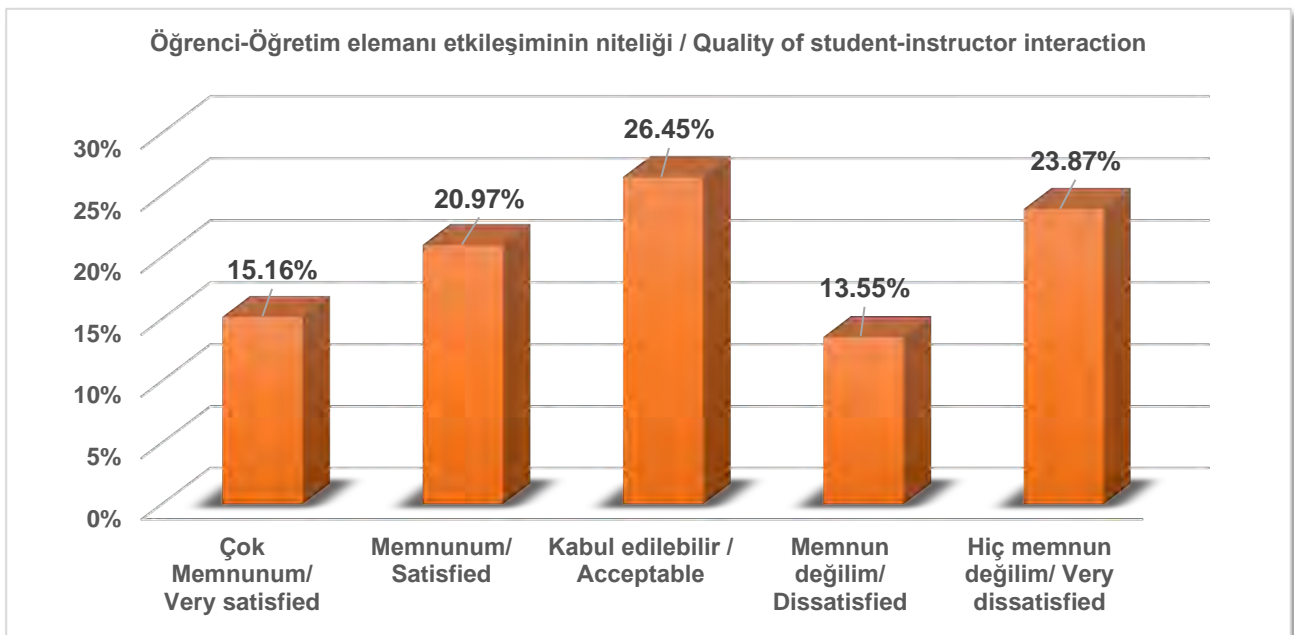
According to the graph, 15% of respondents are very satisfied with quality of synchronous classes on Zoom. 25% are satisfied, 21% said quality is acceptable, 14% are dissatisfied, and 26% are very dissatisfied.

Quality of Panopto recordings



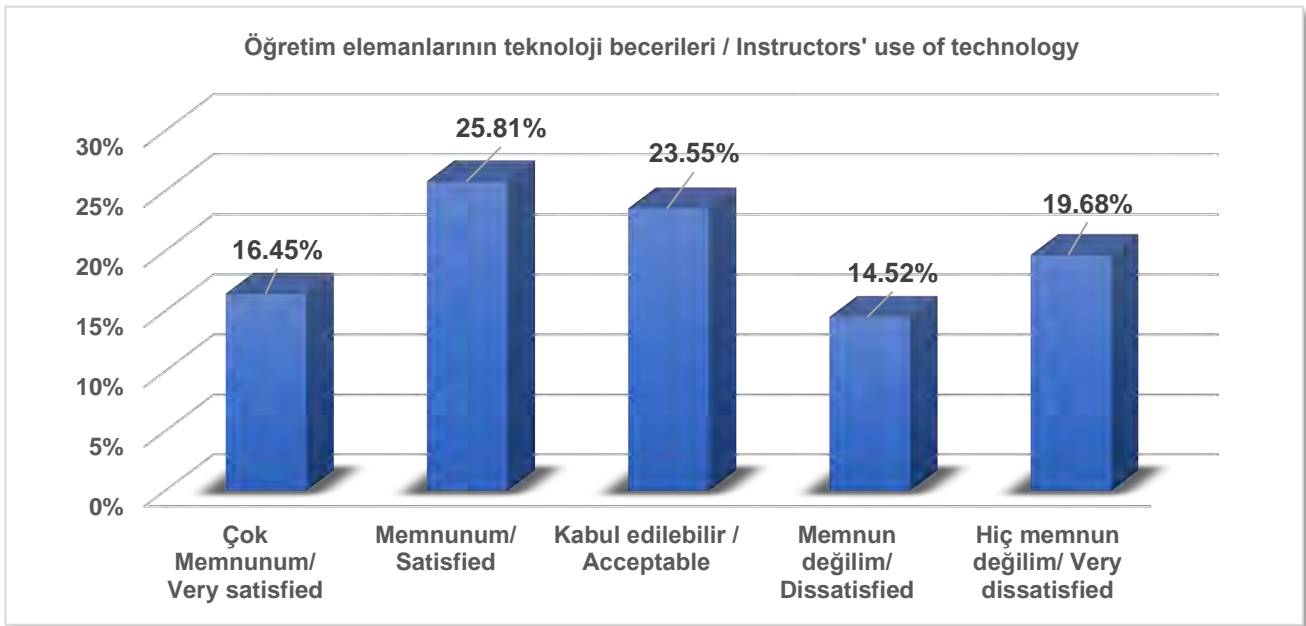
According to the graph, 11% of respondents are very satisfied with the quality of Panopto recordings. 19% are satisfied, 19% said quality is acceptable, 27% are dissatisfied and 23% are very dissatisfied.

Quality of student-instructor interaction



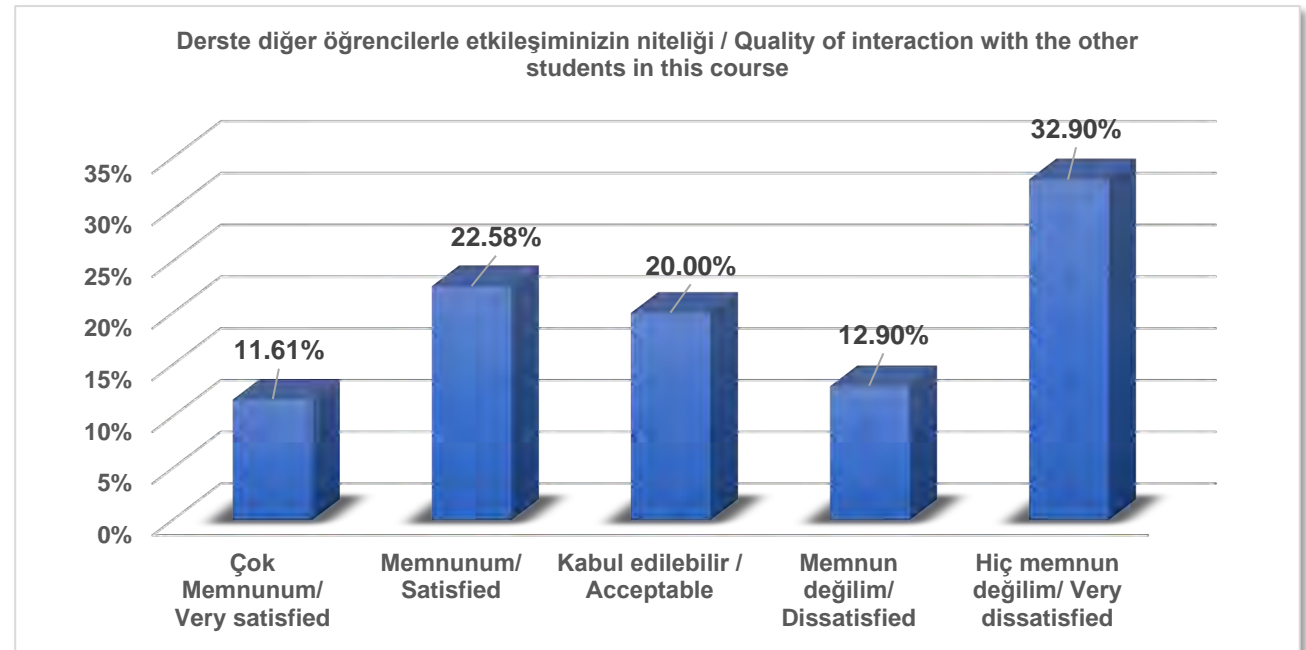
According to the graph, 15% of respondents are very satisfied with student-instructor interaction. 21% are satisfied, 26% said interaction is acceptable, 14% are dissatisfied and 24% are very dissatisfied.

Instructors' use of technology



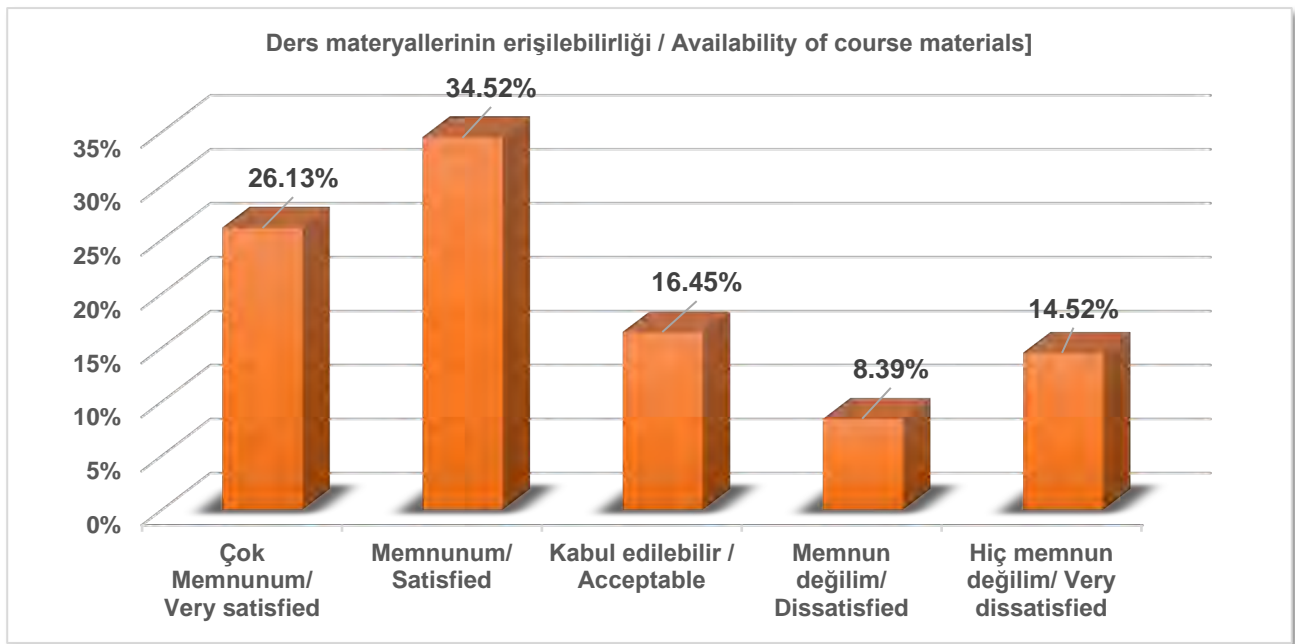
According to the graph, 16% of respondents are very satisfied with instructors' use of technology. 26% are satisfied, 24% said it is acceptable, 15% are dissatisfied and 20% are very dissatisfied.

Quality of interaction with other students in courses



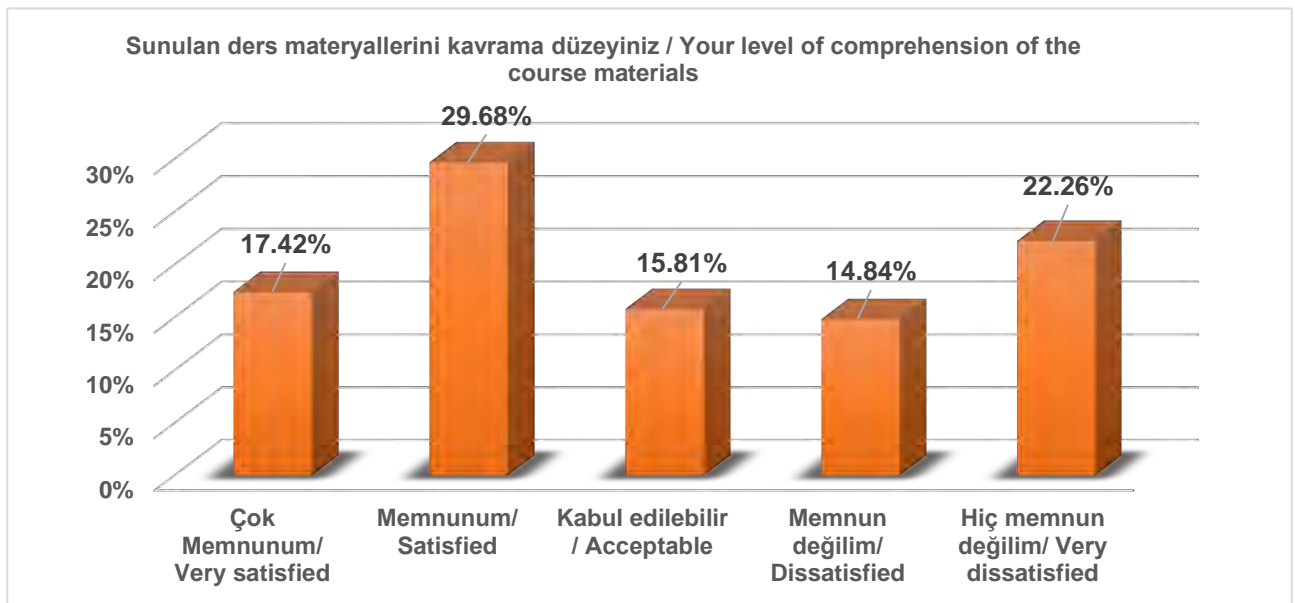
According to the graph, 12% of respondents are very satisfied with interaction with other students. 23% are satisfied, 20% said it is acceptable, 13% are dissatisfied and 33% are very dissatisfied.

Availability of course materials



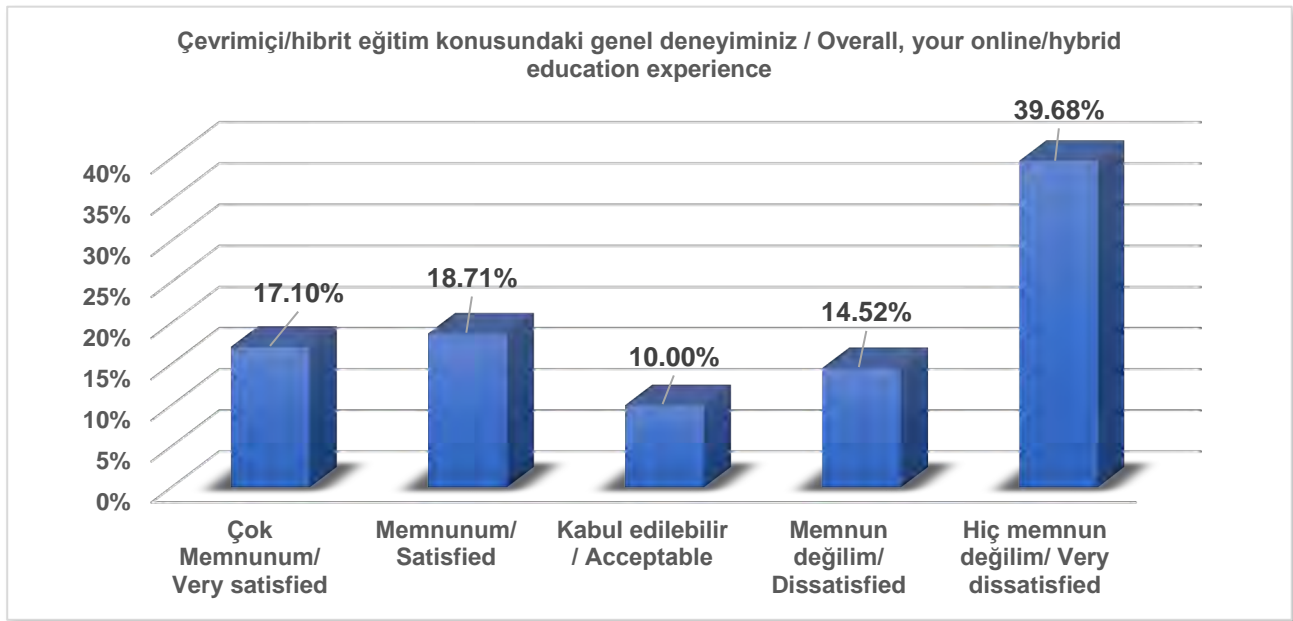
According to the graph, 26% of respondents are very satisfied with availability of course materials. 35% are satisfied, 16% said it is acceptable, 8% are dissatisfied and 15% are very dissatisfied.

Your level of comprehension of the course materials



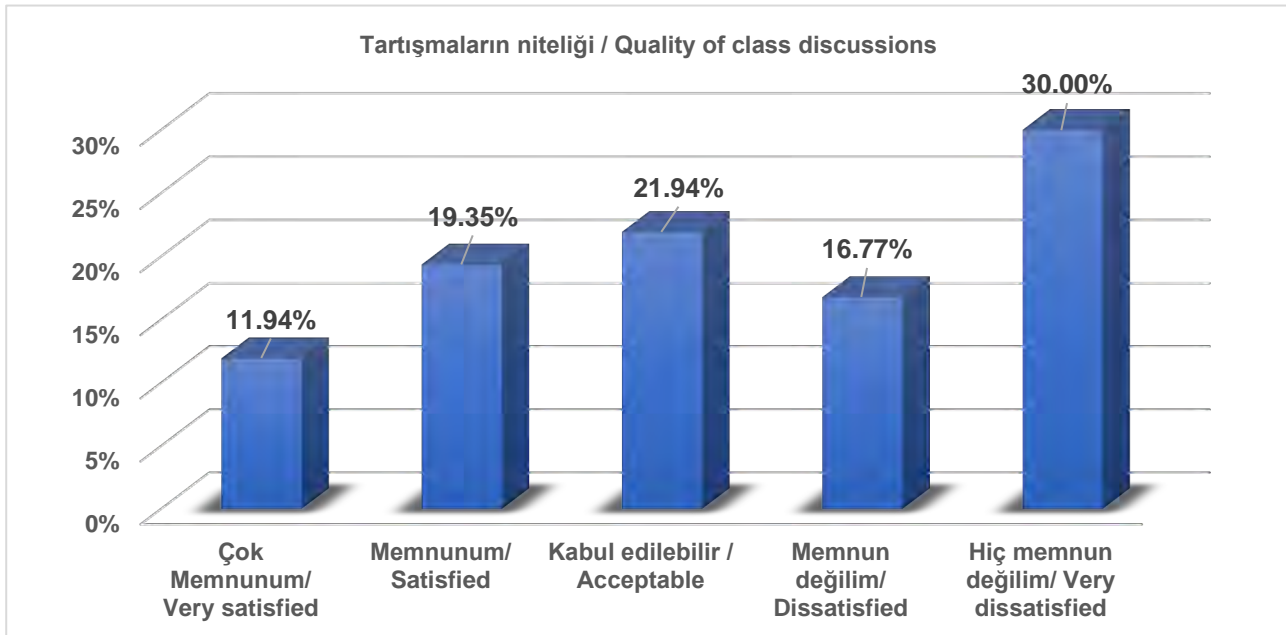
According to the graph, 17% of respondents are very satisfied with their level of comprehension of course material. 30% are satisfied, 16% said it is acceptable, 15% are dissatisfied and 22% are very dissatisfied.

Overall, your online/hybrid education experience



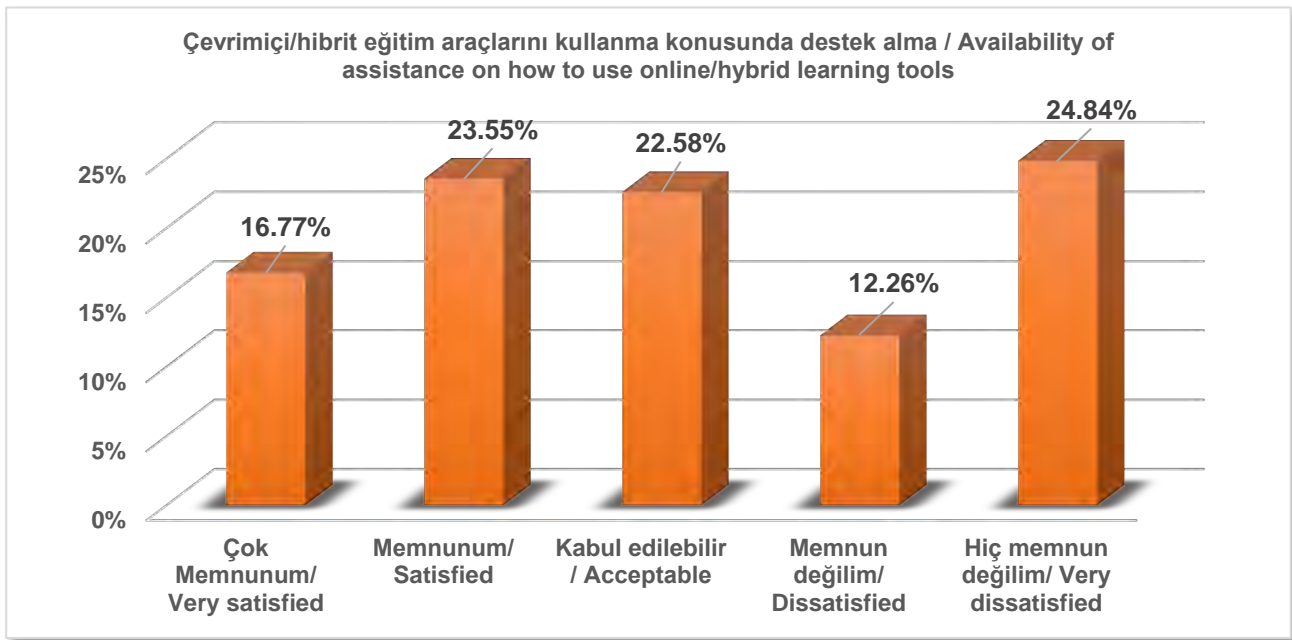
According to the graph above, 17% of respondents are very satisfied with their online/hybrid education experience in the **spring** semester. 19% are satisfied, 10% have the opinion that it is acceptable, 15% are dissatisfied, and 40% are not satisfied at all.

Quality of class discussions



According to the graph, 12% of the participants stated that they were very satisfied with the quality of the discussions in their course. 19% stated that they were satisfied, 22% are acceptable, 17% are dissatisfied, and 30% are not satisfied at all.

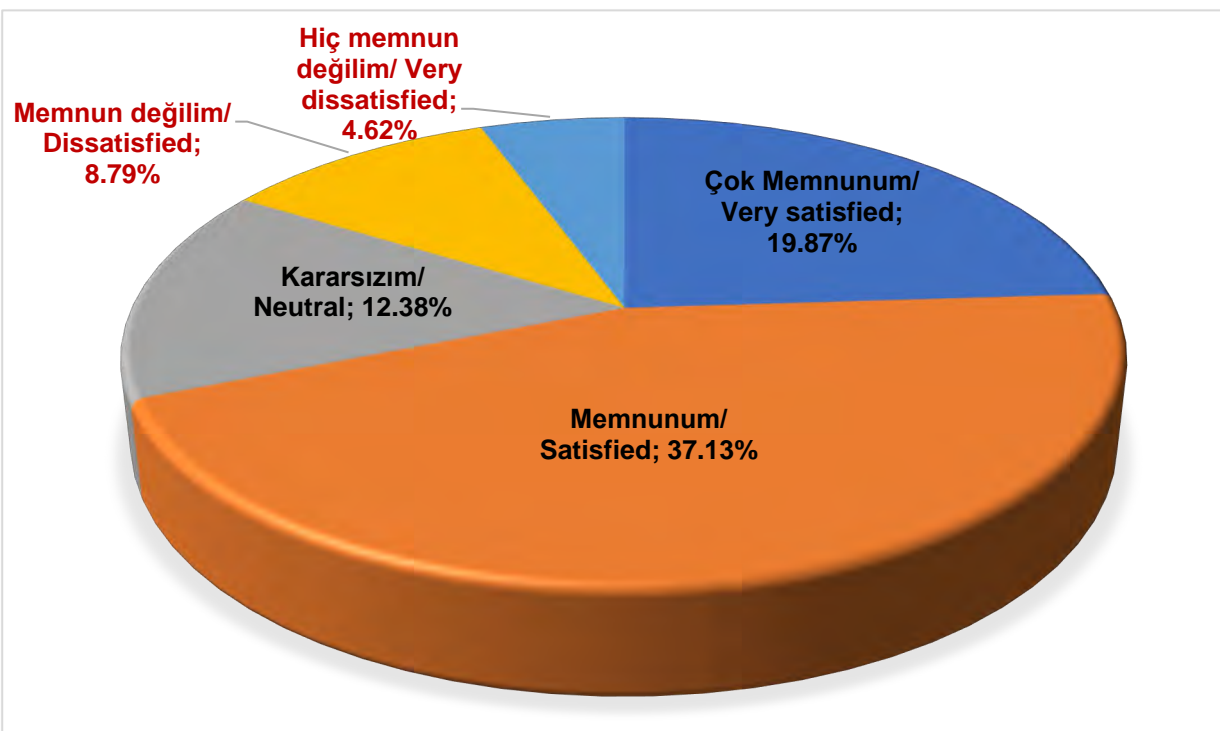
Availability of assistance on how to use online/hybrid learning tools



According to the chart above, 17% of respondents are very satisfied that they have received support in using online/hybrid learning tools in the **spring** term. 24% are satisfied, 23% have the opinion that it is acceptable, 12% are dissatisfied, and 25% are not satisfied at all.

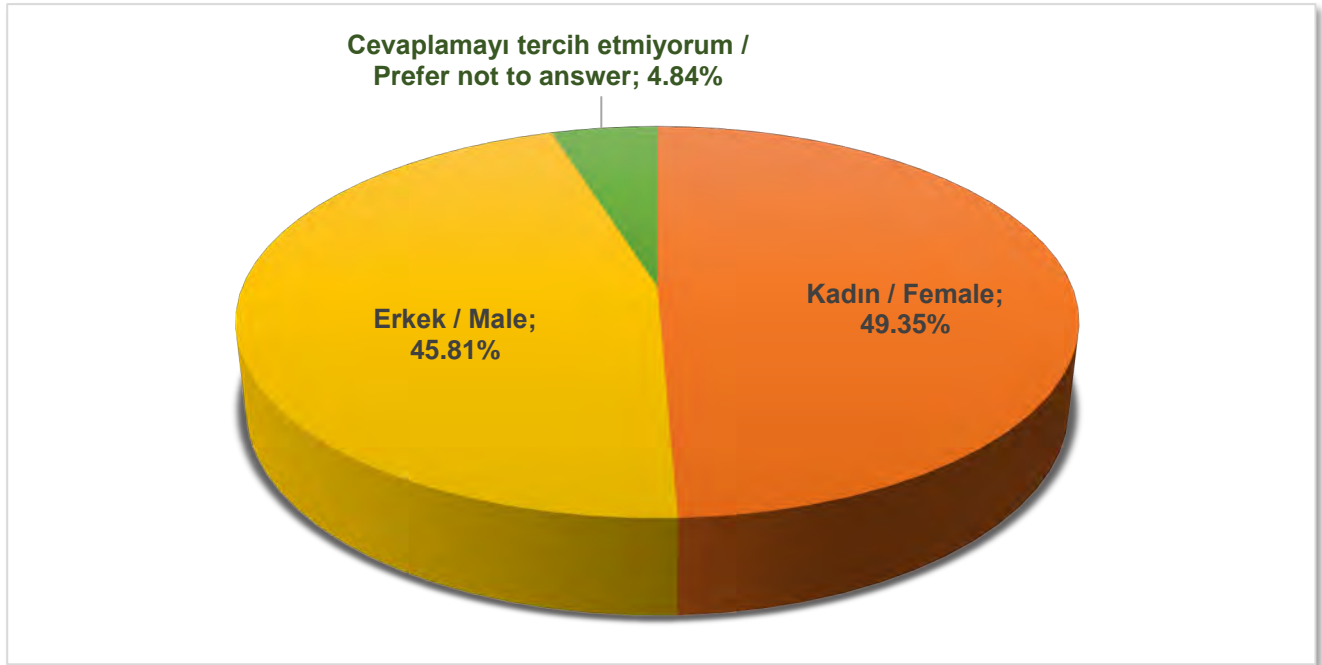
How satisfied are you with the Zoom application that you use in online/hybrid delivery mode.

According to the chart below, 37% of respondents said they are satisfied with using the Zoom app. 20% of the participants stated that they were very satisfied with the application, 9% were not satisfied with the application, 12% were undecided and 5% were not satisfied at all.

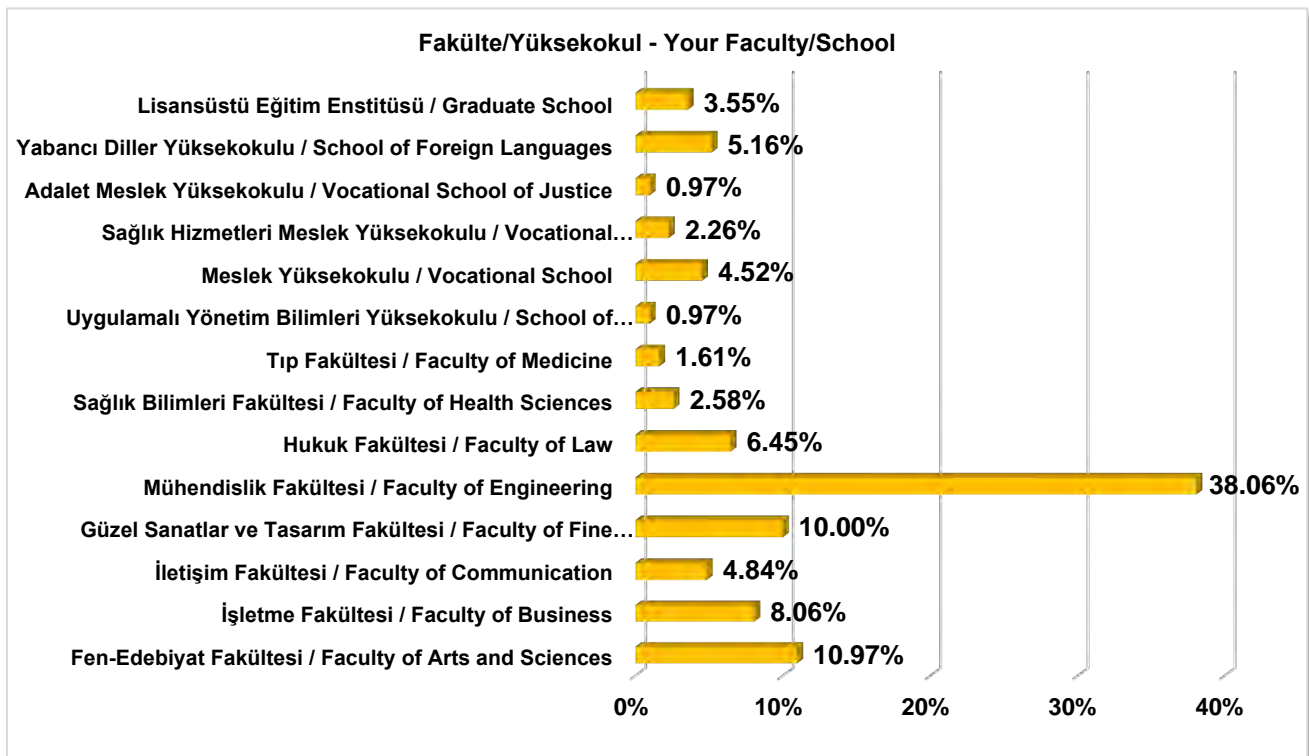


Gender

Of all students who answered the survey, 49% are female and 46% are male. There is not a big difference between the number of female students answering the questionnaire and the number of male students. 5% of the participants preferred not to answer this question.



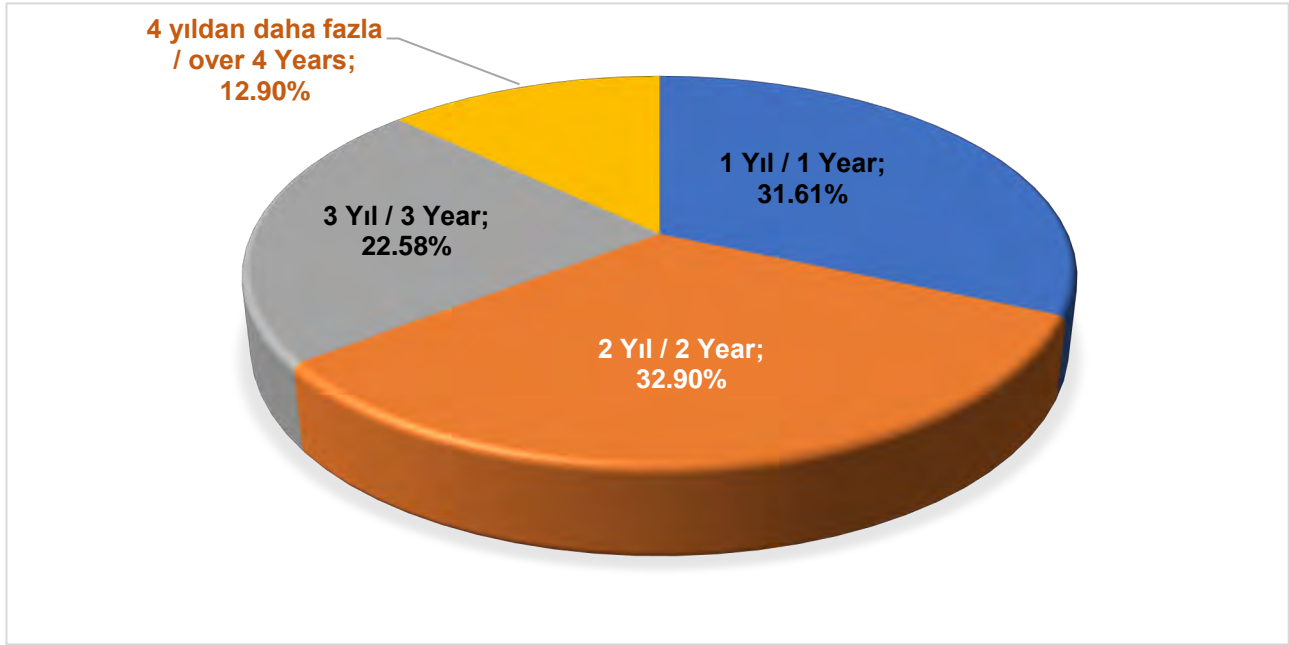
Your Faculty/School



Of the students who answered the questionnaire, 38% are from the Faculty of Engineering, 11% from the Faculty of Arts and Sciences and 10% from the Faculty of Fine Arts and Design. The faculties with the least number of participants were the School of Applied Management Sciences and the Vocational School of Justice with 1% of the votes.

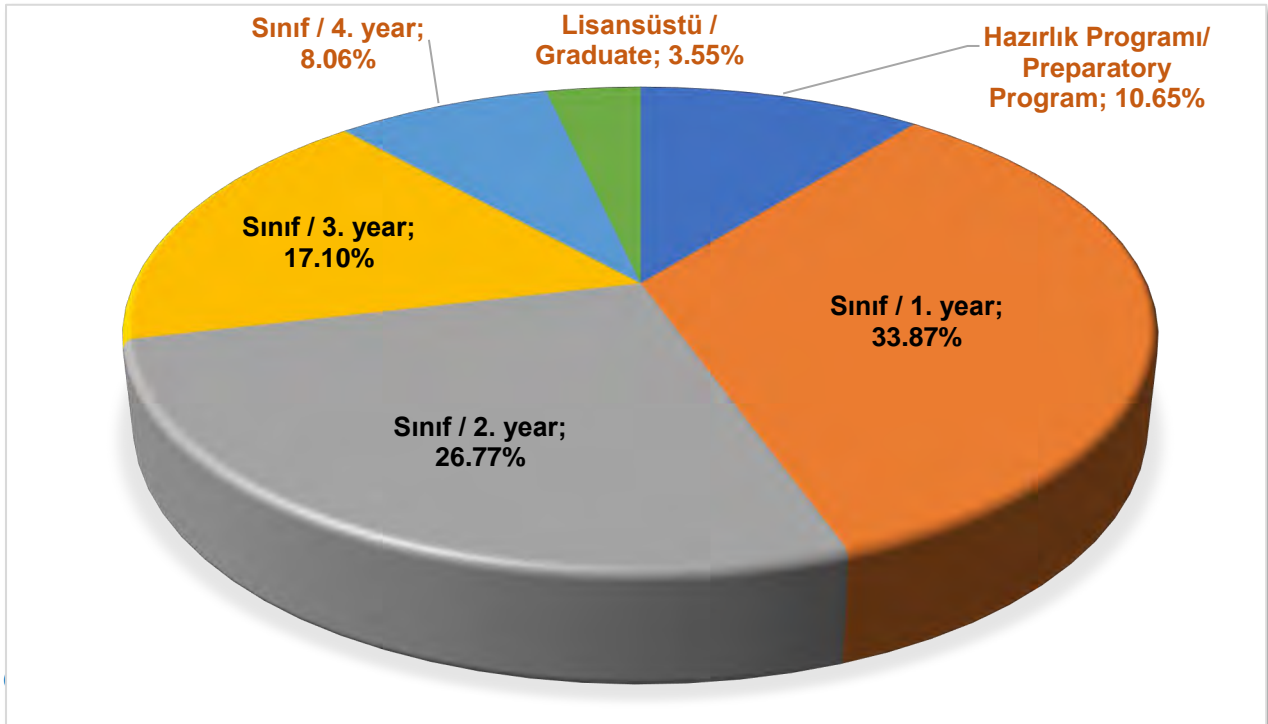
How many years have you been studying at IUE?

According to the following graph, 32% of respondents have been studying at the university level for 1 year, 33% have been studying for 2 years, 23% of respondents have been studying for 3 years, and 13% have been studying at the university level for over 4 years.



In which grade did you study in the 2022-2023 academic year?

According to the graph below, 11% of the respondents are enrolled in the Preparatory Program, 34% identified themselves as freshman, 27% as sophomore, 17% as junior, 8% as senior, and 4% as graduate students.



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.

- *“Memnunum, sadece notlar kısmının biraz daha geliştirilmesi gerektiğini düşünüyorum.”*
- *“Blackboard Learn sistemini rahatlıkla kullanıyorum. ”*
- *“Bu sistemden çok memnun. Kullanımı gayet kolay ve açık. ”*
- *“Not ortalaması bütün dersler için açık olmalı, oasiste not ortalaması gözüküyor buraya aktarılmalı hepsi ve erişime açılmalı, not ortalamalarını görebilmeliyiz.”*
- *“Sınavlar ve notlarla ilgili birçok husus öğrenciye her zaman gözüküyor. Örneğin bir sınavdan sonra cevaplarımı kontrol etmek amaçlı soruları açmaya çalıştığımda sorular açılmıyor. 3 senedir bundan mustaribim hâlâ bir çözüm getirilmedi.”*
- *“Kullanımı kolay ve işlevsel uygulama. Öğretmenler ders notlarını daha detaylı ve daha sık yüklese daha iyi olur.”*

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

- *“Her hocanın daha düzenli ve hafta hafta materyalleri yüklediği takdirde kullanışlı bir uygulama.”*
- *“Hocalar biz ödevleri teslim ettikten sonra notları girmiyor (hepsi değil), ama eğer notları girerlerse biz de blackboarddan takip edebiliriz.”*
- *“Dersler isteyen Online yada varsa blackboarddan panoptodan bakıp imkanı olanın ise okula gidebileceği bir adeletsizlikle olmamalıydı çünkü blackboarda atılan tüm slaytlar dersin içeriğini içermeyip sınavda farklı şeylerde de sorulabiliyor ayrıca her panopto videosundan net ses gelmiyor okulda derse girenler için okulda kaydedildiğinden ve imkanı olmayıp gidemeyenler bunlardan geri kaldığı bir dönemdi. ”*

Students expressed their satisfaction with the Panopto Video Recording System.

- *“Kaçırdığım dersleri dinlemek ya da tekrar etmek için oldukça yarar sağlıyor.”*
- *“Ders kayıtlarını ders tekrarı amaçla açıp izlemek çok rahat oluyor.”*
- *“Videolar güzel ama derslerin ses kalitesi hic iyi degil genelde.”*

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

- *“Bazı derslerde hocalar hoparlörlerinden ses aldıkları için kaydı alan hoca dışında bir hoca konuştuğu zaman onun sesi ekolanıyor ve dersi anlamak çok zorlaşıyor.”*
- *“Sınıf ortamında bulunan mikrofonun iyileştirilmesi veyahut yazılımın kullanmış olduğu kameranın açısı içerisinde bulunan göstergelere yaklaştırma özelliği getirilmesi gerekli.”*
- *“Genel olarak iyi ama okulun ses ve görüntü sistemi kötü. Bazıları hariç bir çok sınıfın gözden geçirilip yenilendirilmesi şart.”*