Introduction

The purpose of this survey is to collect feedback from the instructors about technology-enhanced face to face/ online education and find out about the level of comfort they 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 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. Zoom 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 instructors to record audio, video, and applications on their computer screen. These systems are used to increase the quality of education in both online and face-to-face delivery of instruction.

A web-based survey was sent to all instructors enrolled in Blackboard LMS at the end of **2023-2024 Fall term**. These users were offered the opportunity to respond to the instructor feedback survey which included a total of 24 questions. 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. 73 responses were received.

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

IUE Faculty members.

- are generally satisfied with Blackboard Learn and Panopto,
- find Blackboard Learn easy to use,
- favor Blackboard Learn increases access to course materials (lecture notes, course videos, assignments)
- mostly use Item, File attachment and Announcement features in the Blackboard system,
- do not fully exploit the wide variety of tools Blackboard offers,
- are generally satisfied with using assessment tools, which facilitates grading students' work.
- are satisfied with their own technology skills and quality of synchronous classes on Blackboard.
- have an overall satisfaction with their online education experience.

How satisfied are you with the Blackboard Learn Management System?

When asked how satisfied they were with Blackboard Learn, 36% of respondents said they were very satisfied with the system, the majority of respondents, 56%, said they were satisfied, 4% remained neutral with the system, and only 1% said they were dissatisfied.
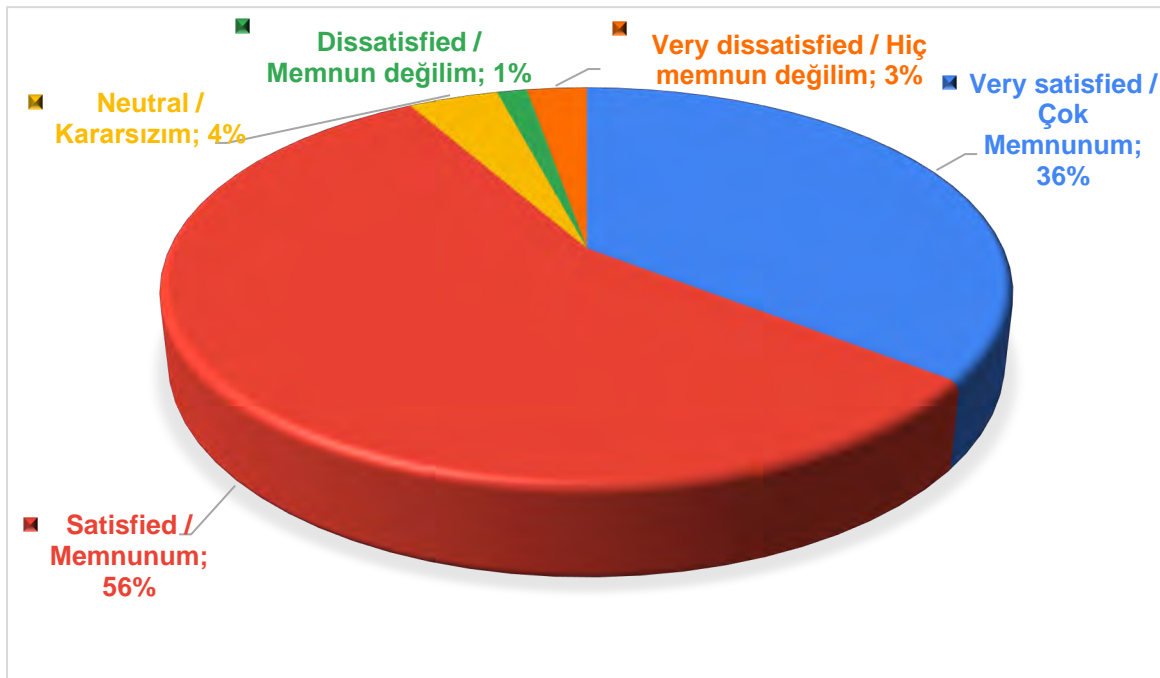

I find Blackboard Learn easy to use.

The survey also measures how easy participants think the system is to use. According to the graph below, 37% of respondents strongly agree that Blackboard Learn is easy to use, 49% agree and 1% disagree that Blackboard Learn is easy to use.
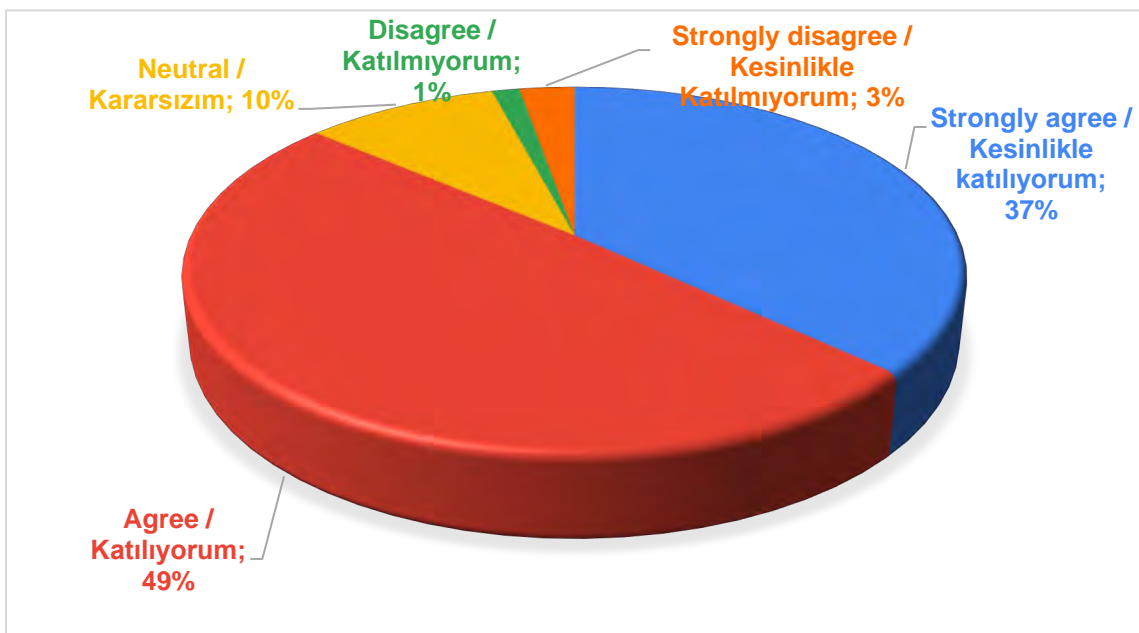
In my opinion, my students find Blackboard Learn easy to use.

Instructors think that 71% of their students find it easy to use Blackboard, 23% strongly agree with this opinion, 22% are undecided and 4% disagree.
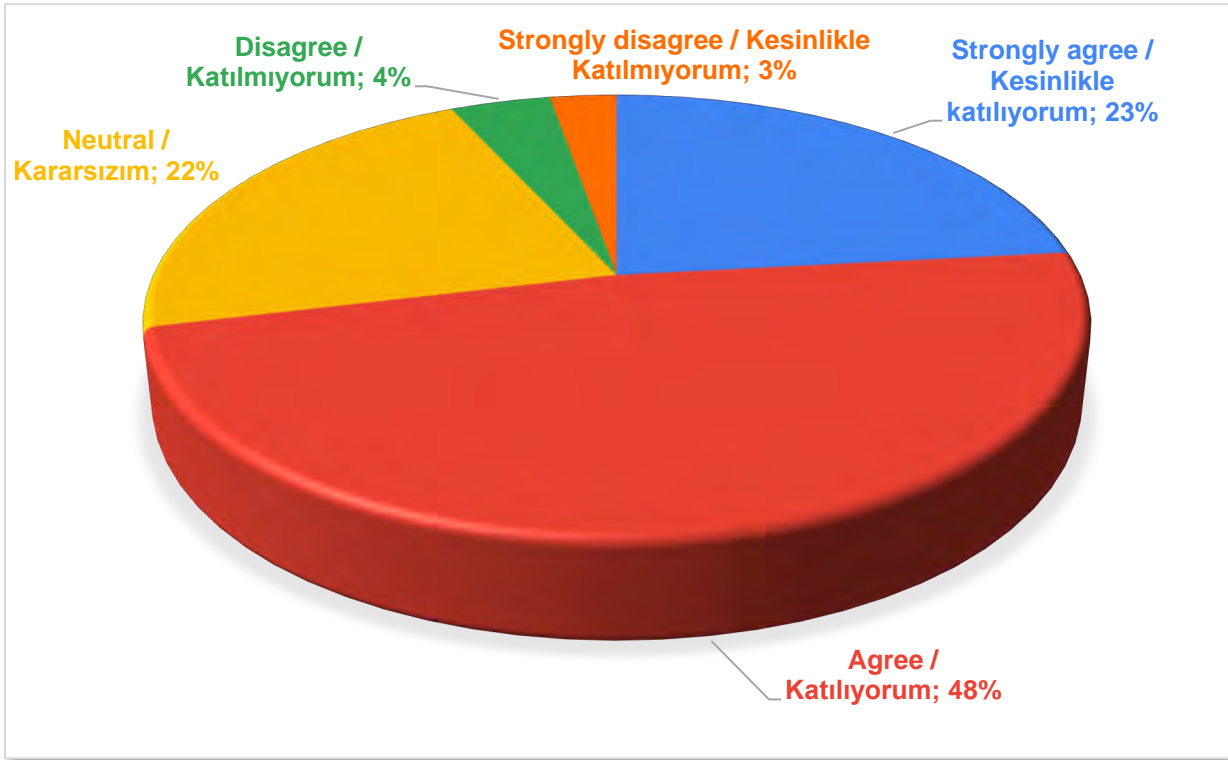
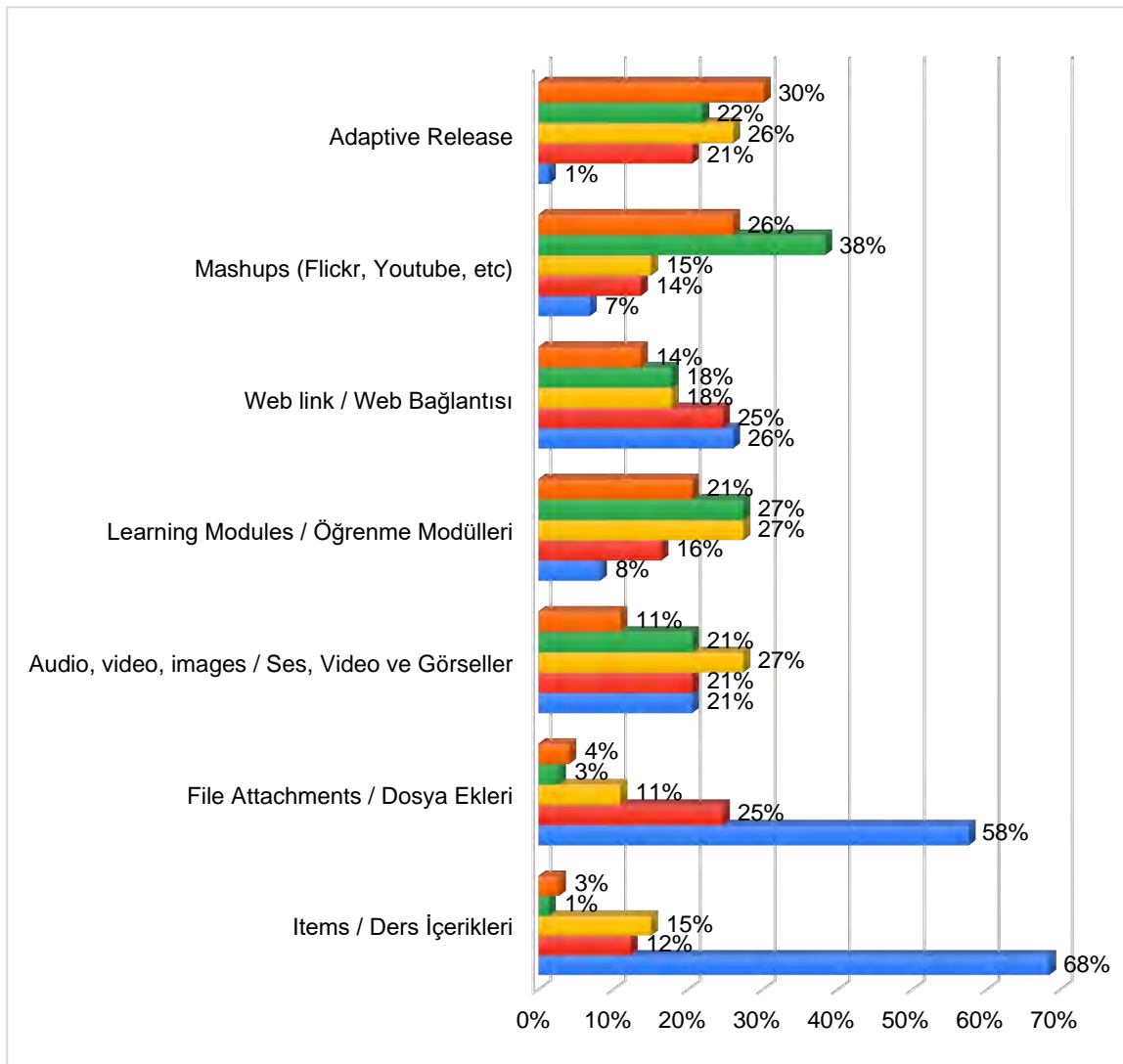### How do you perceive Blackboard Learn benefiting your students?

Instructors were asked how they perceive Blackboard Learn benefiting students and allowed to select more than one option. The graph below indicates that the majority of faculty members consider Blackboard Learn a good way to increase access to course material, including lecture notes and assignments.
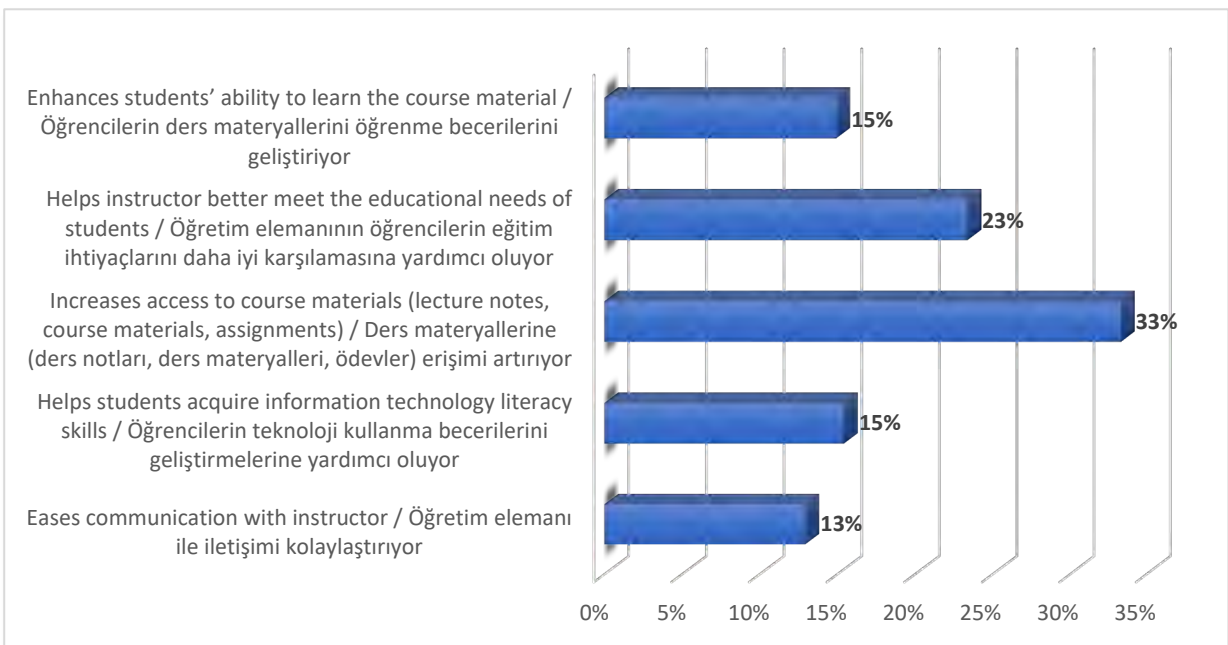
Blackboard Learn Features

CONTENT

How often did you use the following 'Content' features of Blackboard Learn?

Adaptive Release: 30%, 22%, 26%, 21%, 1%

Mashups (Flickr, Youtube, etc): 26%, 38%, 15%, 14%, 7%

Web link / Web Bağlantısı: 14%, 18%, 18%, 25%, 26%

Learning Modules / Öğrenme Modülleri: 21%, 27%, 27%, 16%, 8%

Audio, video, images / Ses, Video ve Görseller: 11%, 21%, 27%, 21%, 21%

File Attachments / Dosya Ekleri: 4%, 3%, 11%, 25%, 58%

Items / Ders İçerikleri: 3%, 1%, 15%, 12%, 68%

The survey aimed to find out the level of utilization of some of the most popular *Content* features in Blackboard Learn. The responses allow us to conclude that *Items* and *File Attachments* are consistently used by instructors with 68% and 58% of usage, respectively, making them the most popular Content features.
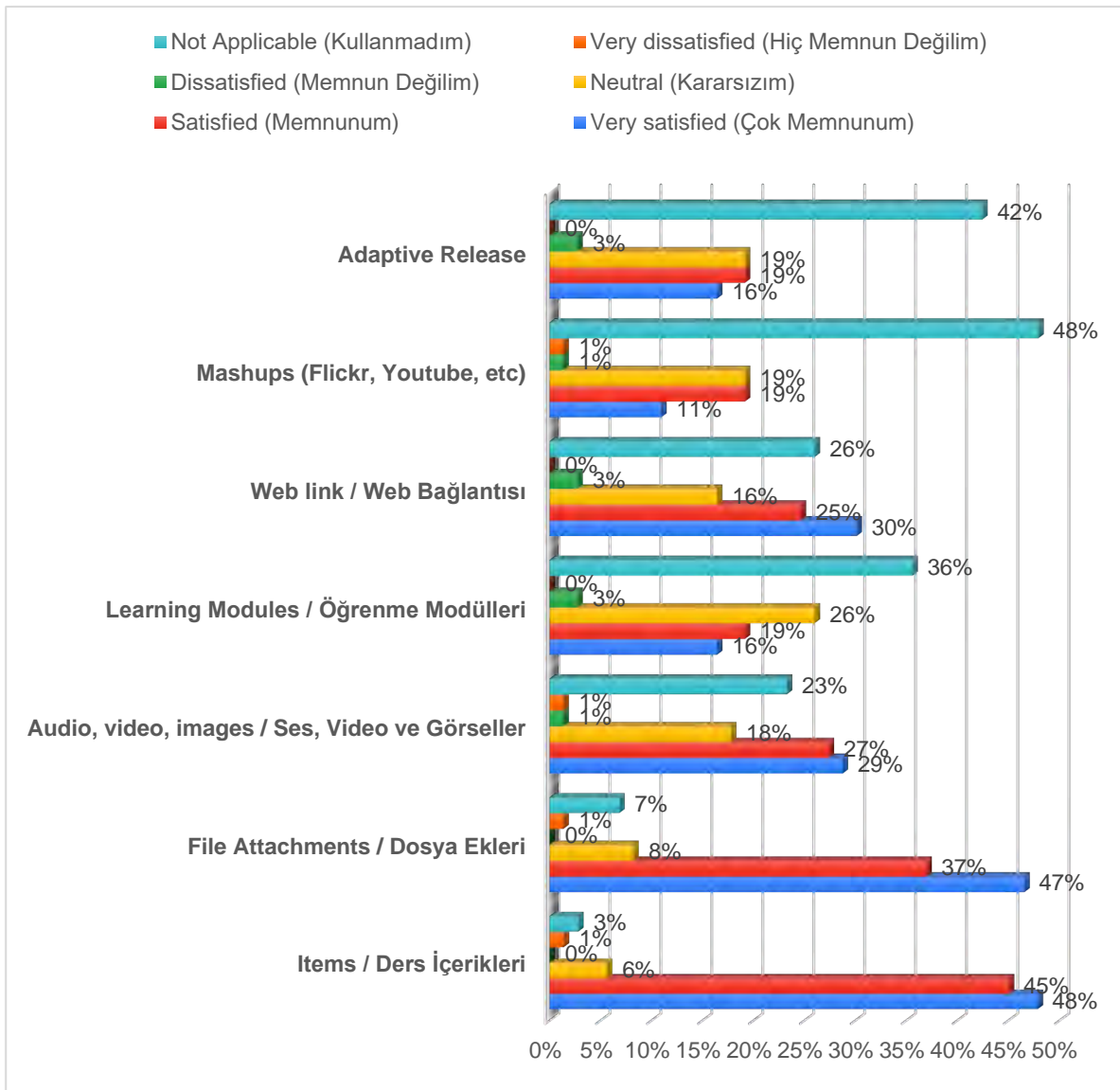
The **Audio, Video, Images** feature doesn't seem to be very popular among IUE instructors, with only 21% of them using the feature consistently, 21% occasionally, 27% rarely, and 21% have never used the feature.

Learning Modules is not a feature very much used by instructors either, with only 8% of respondents consistently using it.

The **Web Link** feature does not seem to be a very popular feature among instructors, either, as only 26% of respondents consistently use the feature, while 25% occasionally use it, 18% rarely utilizes the feature, and 18% never use it.

The feature that the instructors have the least knowledge about is the **Adaptive Release** feature. Only 1% of instructors consistently use this feature, while 21% occasionally use it.

How satisfied are you with the following 'Content' features of Blackboard Learn?

Legend:
- Not Applicable (Kullanmadım)
- Dissatisfied (Memnun Değilim)
- Satisfied (Memnunum)
- Very dissatisfied (Hiç Memnun Değilim)
- Neutral (Kararsızım)
- Very satisfied (Çok Memnunum)

Adaptive Release
- 42%
- 0%
- 3%
- 19%
- 19%
- 16%

Mashups (Flickr, Youtube, etc)
- 48%
- 1%
- 19%
- 19%
- 11%

Web link / Web Bağlantısı
- 26%
- 0%
- 3%
- 16%
- 25%
- 30%

Learning Modules / Öğrenme Modülleri
- 36%
- 0%
- 3%
- 26%
- 19%
- 16%

Audio, video, images / Ses, Video ve Görseller
- 23%
- 1%
- 18%
- 27%
- 29%

File Attachments / Dosya Ekleri
- 7%
- 1%
- 0%
- 8%
- 37%
- 47%

Items / Ders İçerikleri
- 3%
- 1%
- 0%
- 6%
- 45%
- 48%

According to the following graph, there seems to be a good level of satisfaction among instructors with the use of the most popular *Content* features of Blackboard Learn, which are **File Attachments** and **Items.** The latter very much satisfies 47% of instructors who responded to the survey, while the former very much satisfies 48% of respondents.

As we continue with the rest of the features on the list, we notice that levels of satisfaction decline and levels of neutrality increase. This could be partly explained by the fact that these other features are rarely or never used by respondents. For instance, a combined 56% of respondents said they were either very satisfied or satisfied with the **Audio, Video, Images** feature.

Adaptive Release, **Mashups** and **Learning Modules** are the least used features and, as it can be seen in the graph, a significant percentage of respondents, 19%, 19% and 26% respectively, found them neutral.

Regarding the **Web Link** feature, 30% of those who responded said they were very satisfied with it, while 25% said they were satisfied and 16% said they were neutral.

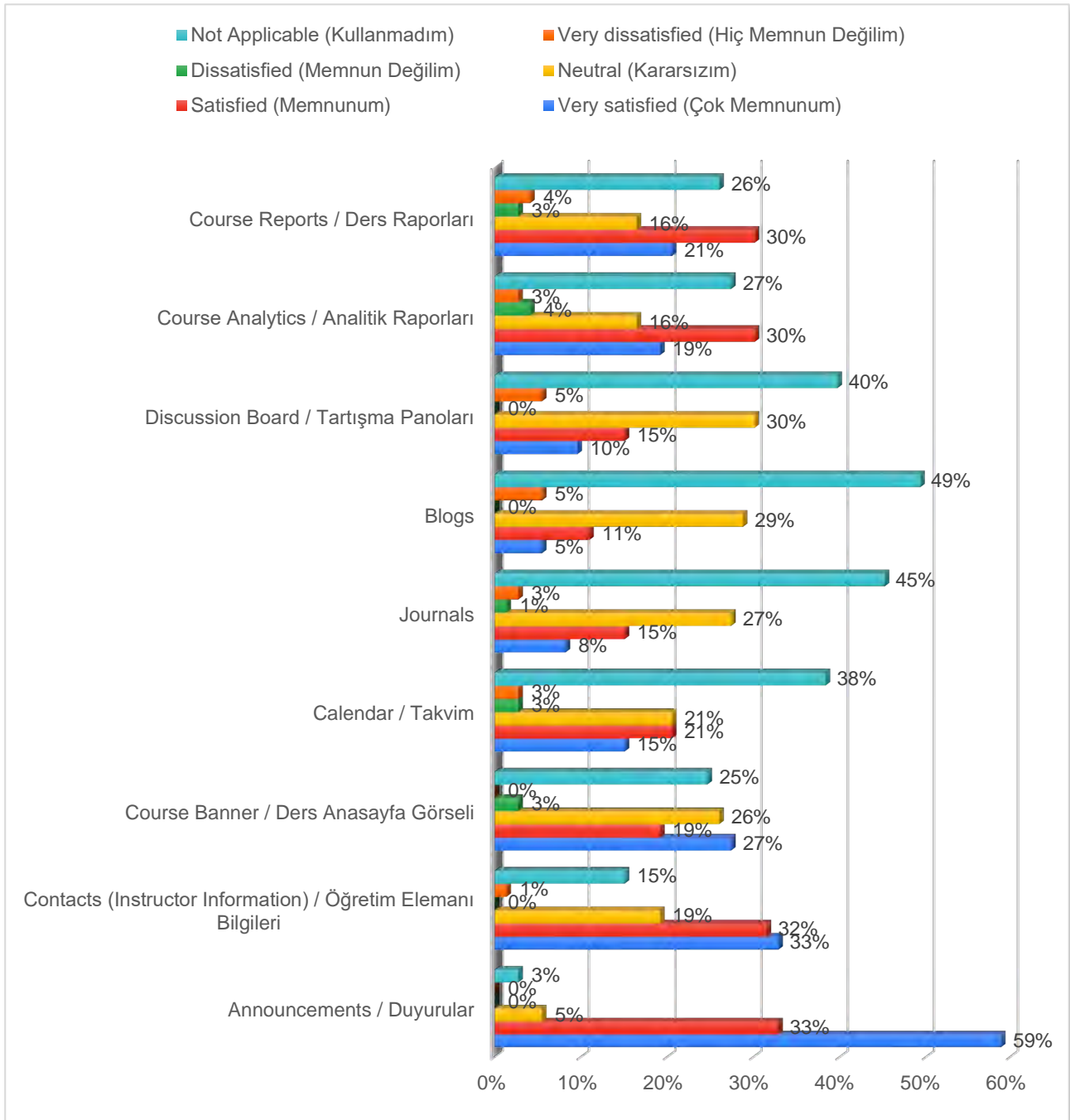*How often did you use the following 'Tools' of Blackboard Learn?*
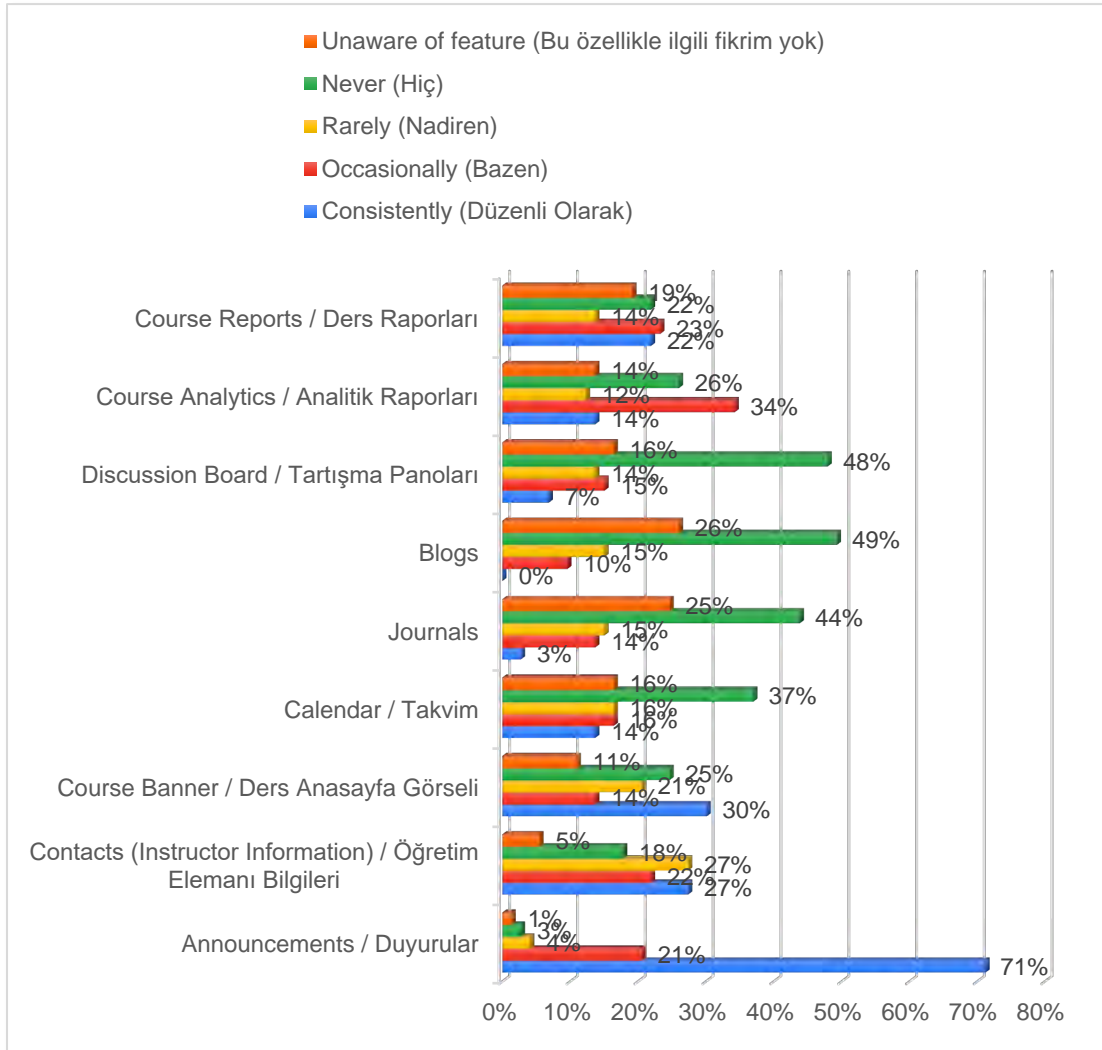
Another purpose of the survey is to get an idea of how often certain Blackboard Learn tools are used by instructors. The chart below shows that the most used Blackboard Learn tool is **Announcements**, with 71% of respondents saying they use it constantly, 21% sometimes, 4% rarely, and 3% never. 1% stated that they did not know about this vehicle.

On the other side of the spectrum, as the results of the survey indicate, the tool that received the most votes in the never-used category is **Blogs** with 75%, closely followed by **Journals** with 69% and **Discussion Board** with 64%. These tools are followed by **Calendar** and **Course Banner** with 53% and 36% of respondents saying that's how often they use the feature.

Course Reports, Contacts, Course Analytics and Messages are occasionally used by about 23%, 22% and 34% of instructors, respectively.

How satisfied are you with the following 'Tools' of Blackboard Learn?

Legend:
- Not Applicable (Kullanmadım)
- Very dissatisfied (Hiç Memnun Değilim)
- Dissatisfied (Memnun Değilim)
- Neutral (Kararsızım)
- Satisfied (Memnunum)
- Very satisfied (Çok Memnunum)

Course Reports / Ders Raporları: Not Applicable 26%, Very dissatisfied 4%, Dissatisfied 3%, Neutral 16%, Satisfied 30%, Very satisfied 21%

Course Analytics / Analitik Raporları: Not Applicable 27%, Dissatisfied 3%, Neutral 4%, 16%, Satisfied 30%, Very satisfied 19%

Discussion Board / Tartışma Panoları: Not Applicable 40%, 5%, 0%, Neutral 30%, Satisfied 15%, Very satisfied 10%

Blogs: Not Applicable 49%, 5%, 0%, Neutral 29%, Satisfied 11%, Very satisfied 5%

Journals: Not Applicable 45%, 3%, 1%, Neutral 27%, Satisfied 15%, Very satisfied 8%

Calendar / Takvim: Not Applicable 38%, 3%, 3%, Neutral 21%, Satisfied 21%, Very satisfied 15%

Course Banner / Ders Anasayfa Görseli: Not Applicable 25%, 0%, 3%, Neutral 26%, Satisfied 19%, Very satisfied 27%

Contacts (Instructor Information) / Öğretim Elemanı Bilgileri: Not Applicable 15%, 1%, 0%, Neutral 19%, Satisfied 32%, Very satisfied 33%

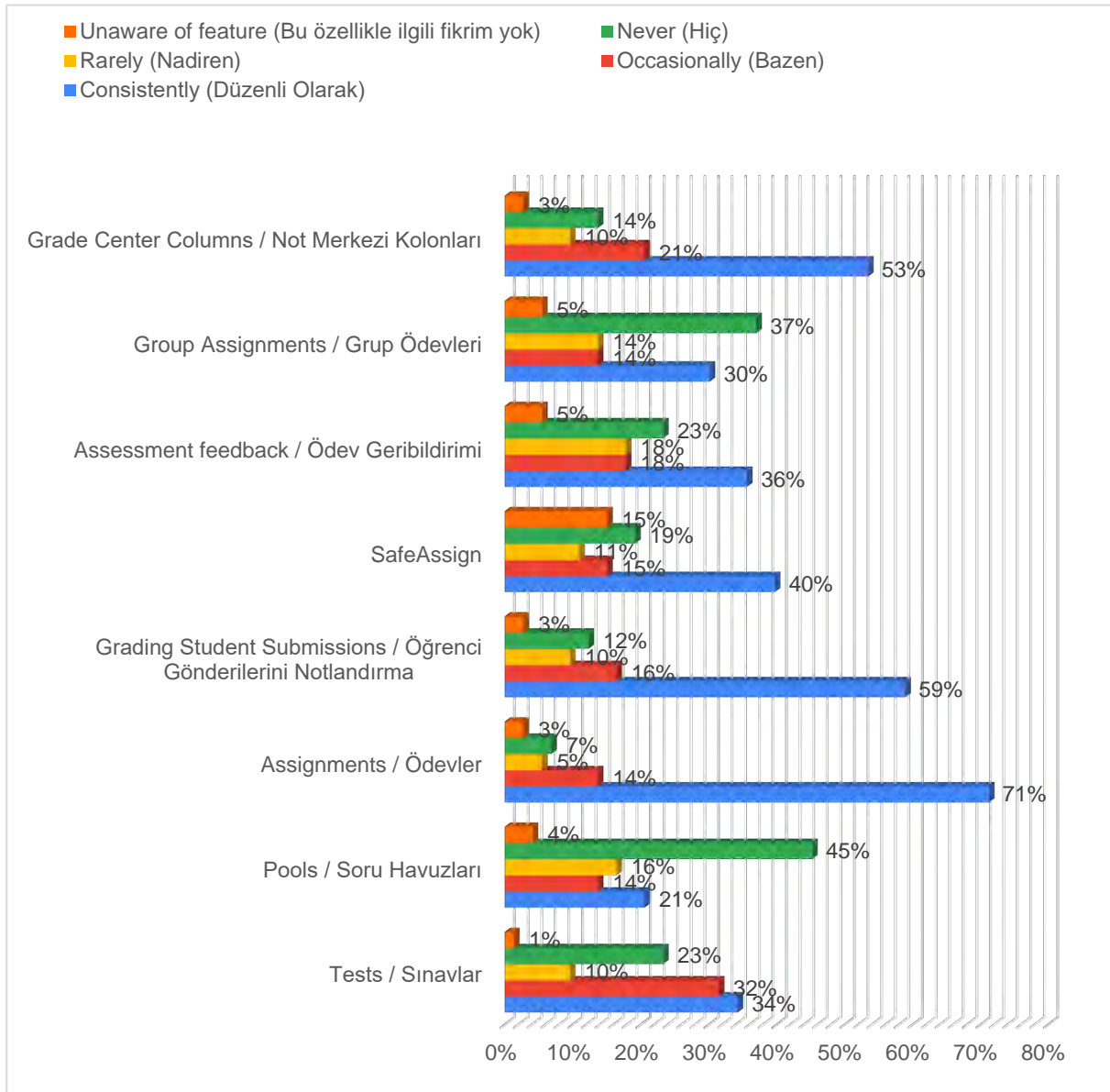**Announcements / Duyurular:** Not Applicable 3%, 0%, 0%, Neutral 5%, Satisfied 33%, Very satisfied 59%

The fact that the most used Blackboard Learn tool received the highest levels of satisfaction among instructors comes as no surprise. **Announcements** and **Contacts** obtained the highest percentages with 59% and 33% of respondents saying they are very satisfied with the tool.

Three other tools that enjoy high levels of satisfaction are **Course Banner, Course Reports** and **Course Analytics** and with 46%, 51% and 49%, respectively.

Overall, dissatisfaction levels appear to be low. **Blogs** has a maximum dissatisfaction rate of 5%. However, this should not be seen as a positive outcome. Because there are high levels of indecision in the tools that are not popular among the instructors such as **Discussion Board** 30%, **Blogs** 29%, **Journals** 27%.

ASSESSMENT

How often do you use the following 'Assessment' features of Blackboard Learn?

Legend:
- Unaware of feature (Bu özellikle ilgili fikrim yok)
- Never (Hiç)
- Rarely (Nadiren)
- Occasionally (Bazen)
- Consistently (Düzenli Olarak)

Grade Center Columns / Not Merkezi Kolonları: 3%, 14%, 10%, 21%, 53%

Group Assignments / Grup Ödevleri: 5%, 37%, 14%, 14%, 30%

Assessment feedback / Ödev Geribildirimi: 5%, 23%, 18%, 18%, 36%

SafeAssign: 15%, 19%, 11%, 15%, 40%

Grading Student Submissions / Öğrenci Gönderilerini Notlandırma: 3%, 12%, 10%, 16%, 59%

Assignments / Ödevler: 3%, 7%, 5%, 14%, 71%

Pools / Soru Havuzları: 4%, 45%, 16%, 14%, 21%

Tests / Sınavlar: 1%, 23%, 10%, 32%, 34%

Of all the assessment features, the one that came out on top as the most consistently used assessment was **Assignments**. **Grade Center Columns** and **Grading Student Submissions** 53% and 59% followed this. **SafeAssign** and **Assessment Feedback** with 40% and 36% respectively.

Other assessment features that require more work to be created are **Pools** and **Group Assignments**, and they seem to be less popular. **Pools** are consistently used by 21% of respondents, and occasionally by 14%. **Group Assignments** are consistently used by only 30% of respondents, and occasionally used by 14%.

How satisfied are you with the following 'Assessment' features of Blackboard Learn?

According to the graph below, **Assignments** are the feature that has the highest levels of satisfaction, with a combined 80% of respondents saying they are satisfied with the feature. 40% of respondents saying they are very satisfied and 25% saying they are satisfied with **Grading Students Submissions.**

Tests, a feature that came in third in terms of popularity, also showed high levels of satisfaction with a combined 65%.

The **Grade Center Columns** and **Assessment Feedback** features were found to be very satisfying by 38% and 30% of respondents, respectively. **SafeAssign** and **Group Assignments** are very satisfying for 25% and 25%, respectively. And last is the **Pools** tool with 22% of respondents saying they are very satisfied.

Legend:
- Not Applicable (Kullanmadım)
- Very dissatisfied (Hiç Memnun Değilim)
- Dissatisfied (Memnun Değilim)
- Neutral (Kararsızım)
- Satisfied (Memnunum)
- Very satisfied (Çok Memnunum)

Grade Center Columns / Not Merkezi Kolonları: Not Applicable 19%, Very dissatisfied 0%, Dissatisfied 3%, Neutral 16%, Satisfied 23%, Very satisfied 38%

Group Assignments / Grup Ödevleri: Not Applicable 40%, Very dissatisfied 1%, Dissatisfied 0%, Neutral 14%, Satisfied 21%, Very satisfied 25%

Assessment feedback / Ödev Geribildirimi: Not Applicable 29%, Very dissatisfied 1%, Dissatisfied 4%, Neutral 12%, Satisfied 23%, Very satisfied 30%

SafeAssign: Not Applicable 33%, Very dissatisfied 1%, Dissatisfied 4%, Neutral 12%, Satisfied 25%, Very satisfied 25%

Grading Student Submissions / Öğrenci Gönderilerini Notlandırma: Not Applicable 19%, Very dissatisfied 3%, Dissatisfied 3%, Neutral 11%, Satisfied 25%, Very satisfied 40%

Assignments / Ödevler: Not Applicable 14%, Very dissatisfied 0%, Dissatisfied 0%, Neutral 7%, Satisfied 33%, Very satisfied 47%

Pools / Soru Havuzları: Not Applicable 32%, Very dissatisfied 1%, Dissatisfied 1%, Neutral 26%, Satisfied 18%, Very satisfied 22%

Tests / Sınavlar: Not Applicable 21%, Very dissatisfied 1%, Dissatisfied 0%, Neutral 14%, Satisfied 29%, Very satisfied 36%

How satisfied are you with the Panopto Lecture Capture Software?

The following question in the survey was about the satisfaction levels of instructors with using the Panopto Lecture Capture Software. According to the graph below, 47% of the respondents are satisfied using the Panopto lecture capture software. 16% of respondents are very satisfied, 10% are dissatisfied with the application, 16% are neutral and 11% stated that they are not at all satisfied.
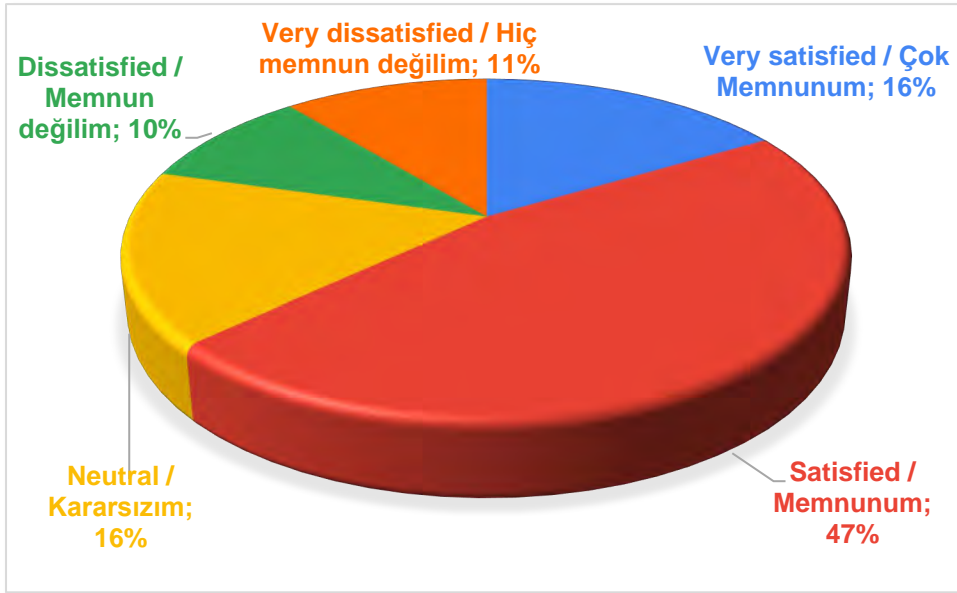
How satisfied are you with the Zoom App?

According to the graphic below, 41% of respondents stated that they are satisfied with using the Zoom application. 25% of the participants stated that they were very satisfied, 3% were not satisfied with the application, 8% were undecided and 3% were not satisfied at all. 21% of the participants stated that they did not use the Zoom application during this period.
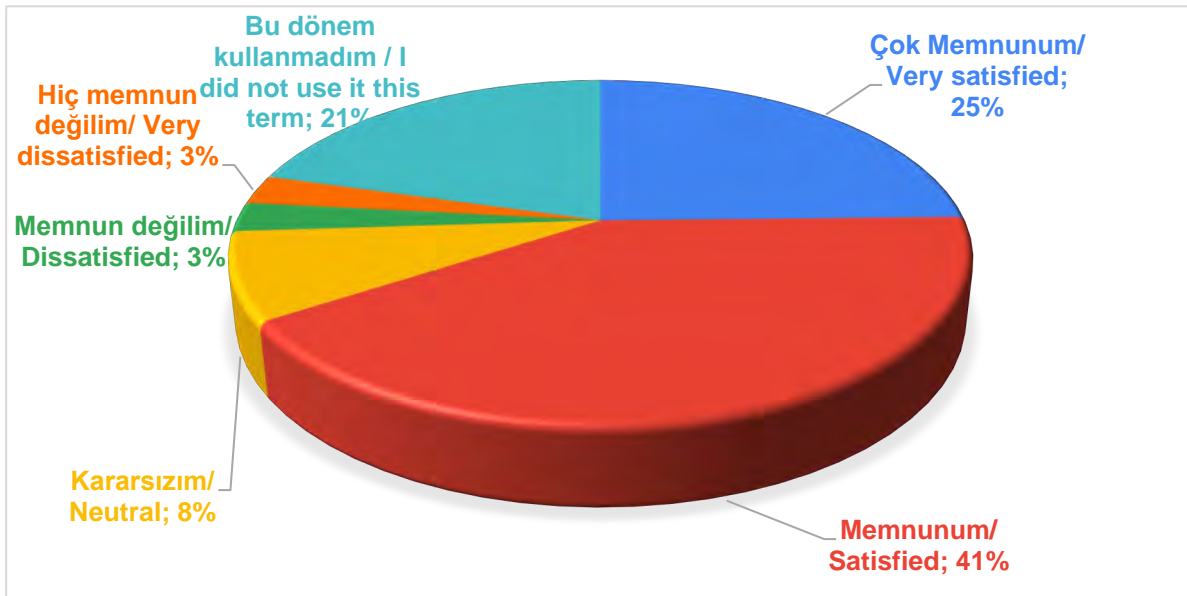
Your Level of Satisfaction with Technology Enhanced Face-to-face Education in the Fall Semester of 2022

The survey also measures instructors' level of satisfaction with the following Technology-Enhanced Face-to-face education issues.

Your Technology Skills

According to the graph, 36% of respondents are fairly satisfied with their own use of technology skills. 41% are very satisfied, 12% said it is acceptable. A mere 4% of respondents said they did not know.
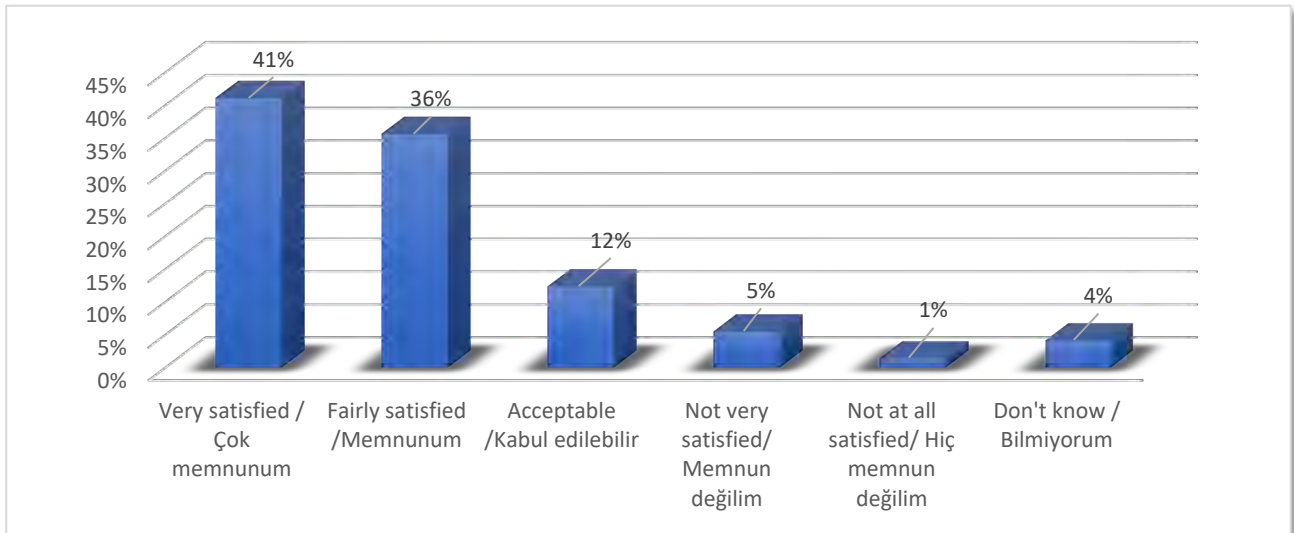
Quality of student-instructor interaction

According to the graph, 42% of respondents are fairly satisfied with student-instructor interaction. 32% are very satisfied, 16% said interaction is acceptable, 5% are not very satisfied, and 1% are not at all satisfied. A mere 3% of respondents said they did not know.
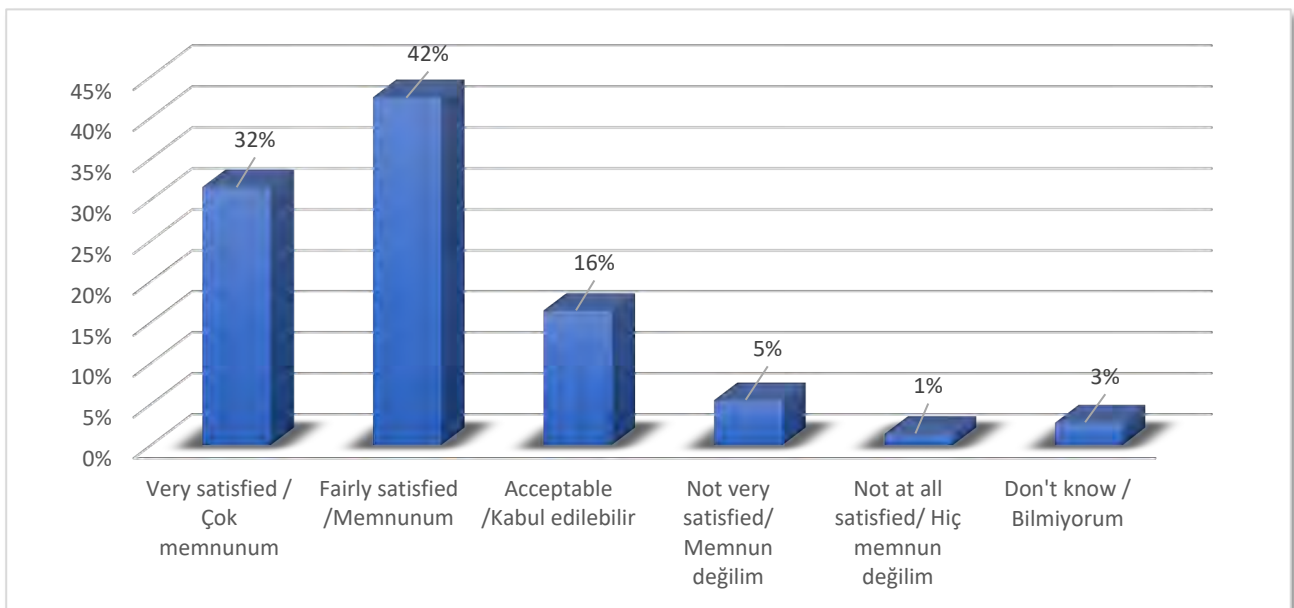
Quality of class discussions

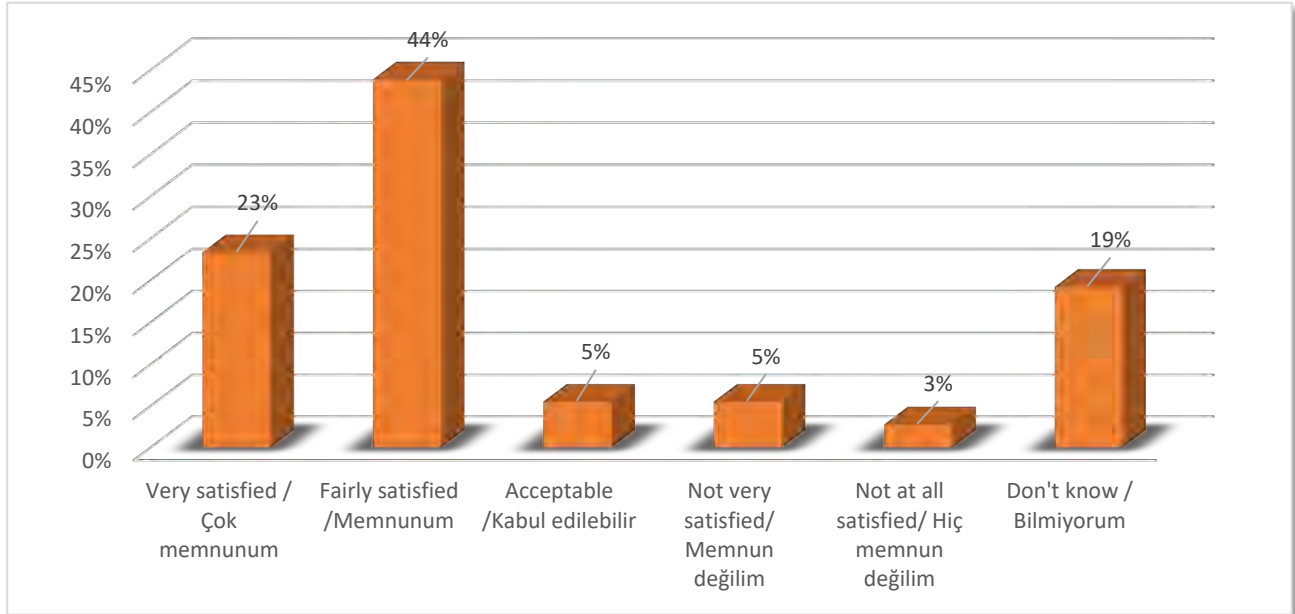According to the graph, 33% of respondents are fairly satisfied with the quality of class discussions. 26% are very satisfied, 23% said it is acceptable, 8% are not very satisfied, and 4% are not at all satisfied. A low percentage, 5% of respondents said they did not know.
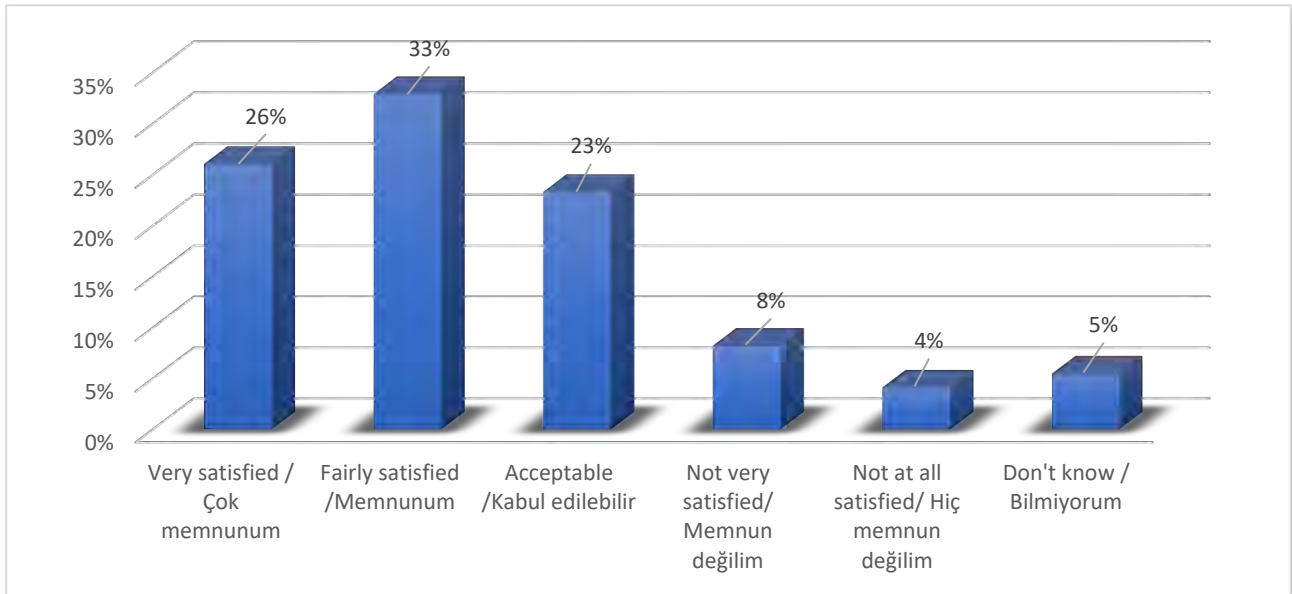
Overall Quality of Course Delivery

According to the graph, 47% of respondents are fairly satisfied with overall quality of course delivery. 32% are very satisfied, 11% said it is acceptable, only 4% are not very satisfied, and 4% are not at all satisfied. A low percentage, 3% of respondents said they did not know.
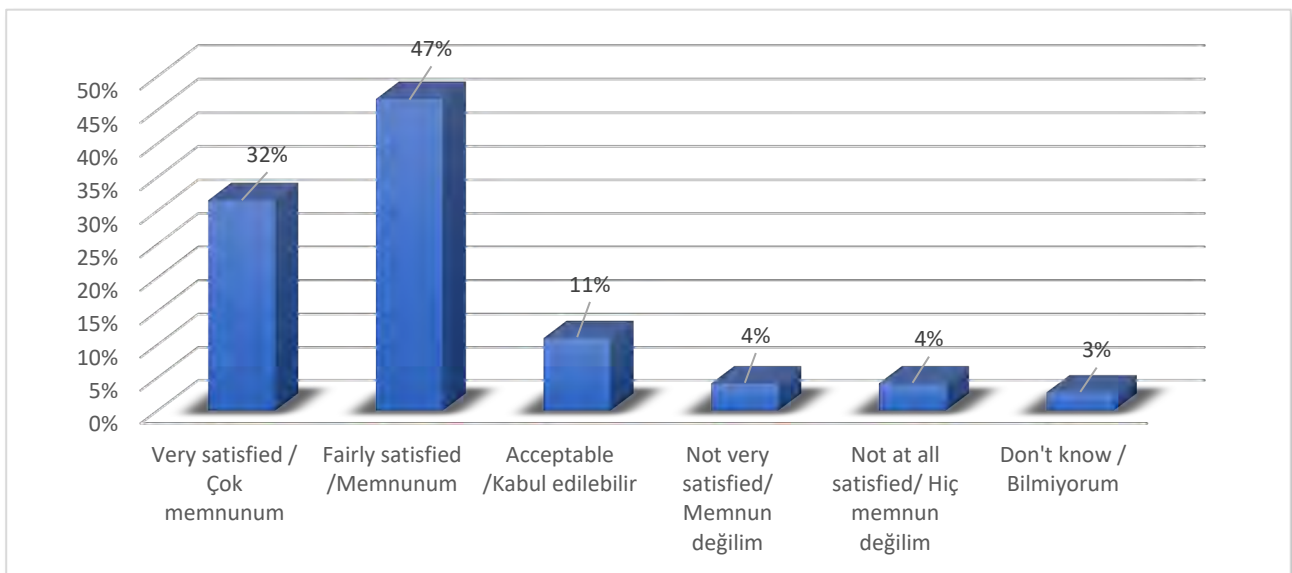
Students' motivation

According to the graph, 33% of respondents are fairly satisfied with students' motivation for technology enhanced face-to-face education. 23% are very satisfied, 16% said it is acceptable, 12% are not very satisfied, and 8% are not at all satisfied. A mere 7% of respondents said they did not know.
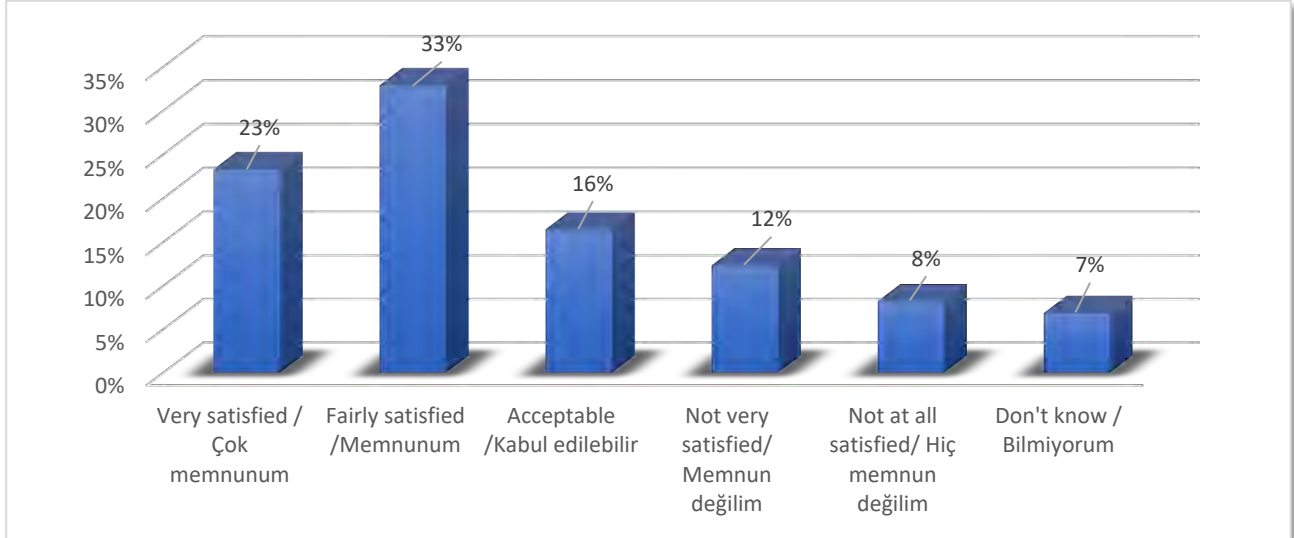

Quality of Panopto recording

According to the graph, 34% of respondents are fairly satisfied with the quality of Panopto recordings. 15% are very satisfied, 22% said quality is acceptable, 12% are not very satisfied and 12% are not at all satisfied. A mere 4% of respondents said they did not know.
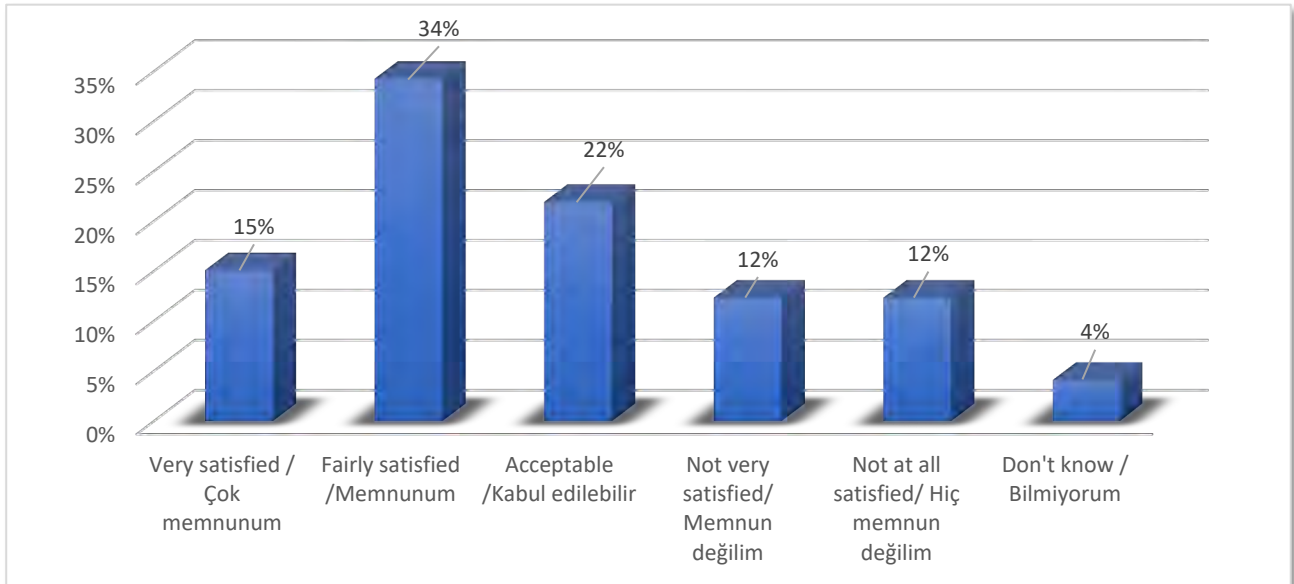
Your Satisfaction Level with Online Education in Fall 2023

Your Internet Connection

According to the graph, a total of 44% of the respondents said they were satisfied, 5% said their internet connection was acceptable, 5% said they were very dissatisfied, and 3% said they were not at all satisfied. A mere 19% of respondents said they did not know.

Quality of Panopto recordings

According to the graph, 33% of respondents are fairly satisfied with the quality of Panopto recordings. 14% are very satisfied, 19% said quality is acceptable, 7% are not satisfied. A mere 21% of respondents said they did not know.
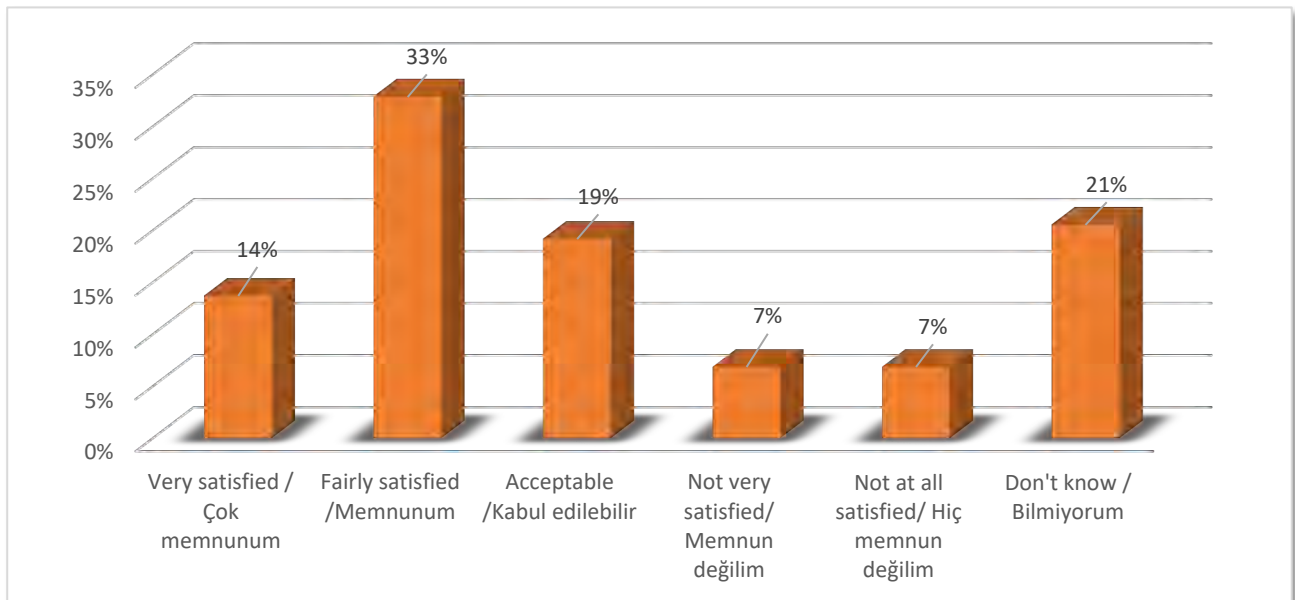
14

According to the graph, 33% of respondents are fairly satisfied with their own use of technology skills. 30% are very satisfied, 14% said it is acceptable, 4% not satisfied at all. A mere 19% of respondents said they did not know.
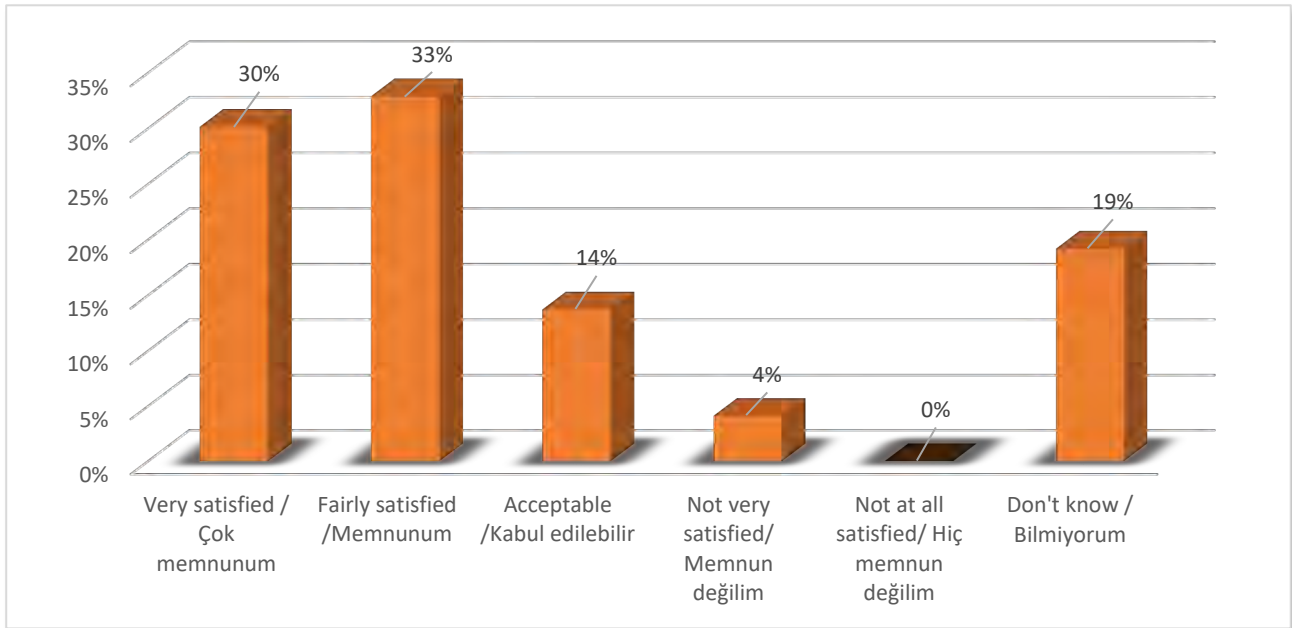

Quality of student-instructor interaction

According to the graph, 37% of respondents are fairly satisfied with student-instructor interaction. 10% are very satisfied, 14% said interaction is acceptable, 14% are not very satisfied, and 5% are not at all satisfied. A mere 21% of respondents said they did not know.
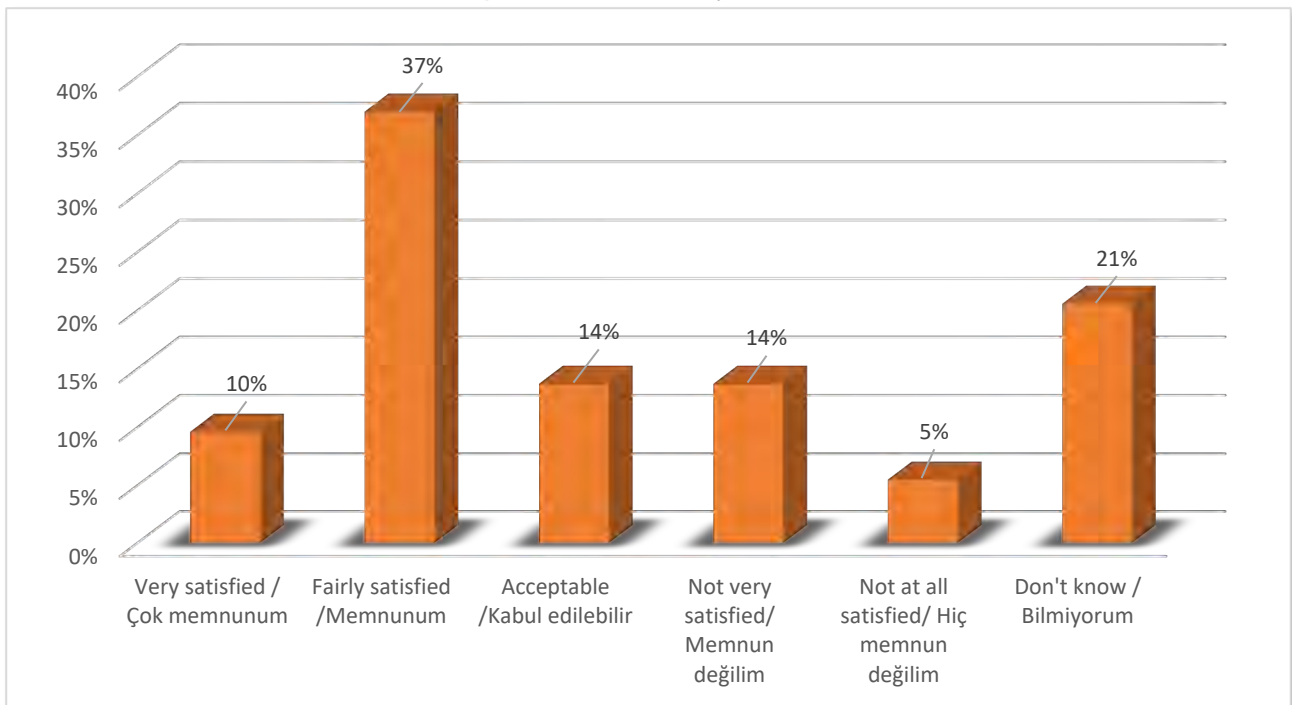
Quality of discussions

According to the graph, 33% of respondents are fairly satisfied with the quality of discussions. 10% are very satisfied, 12% said it is acceptable, 14% are not very satisfied, and 11% are not at all satisfied. A low percentage, 21% of respondents, said they did not know.
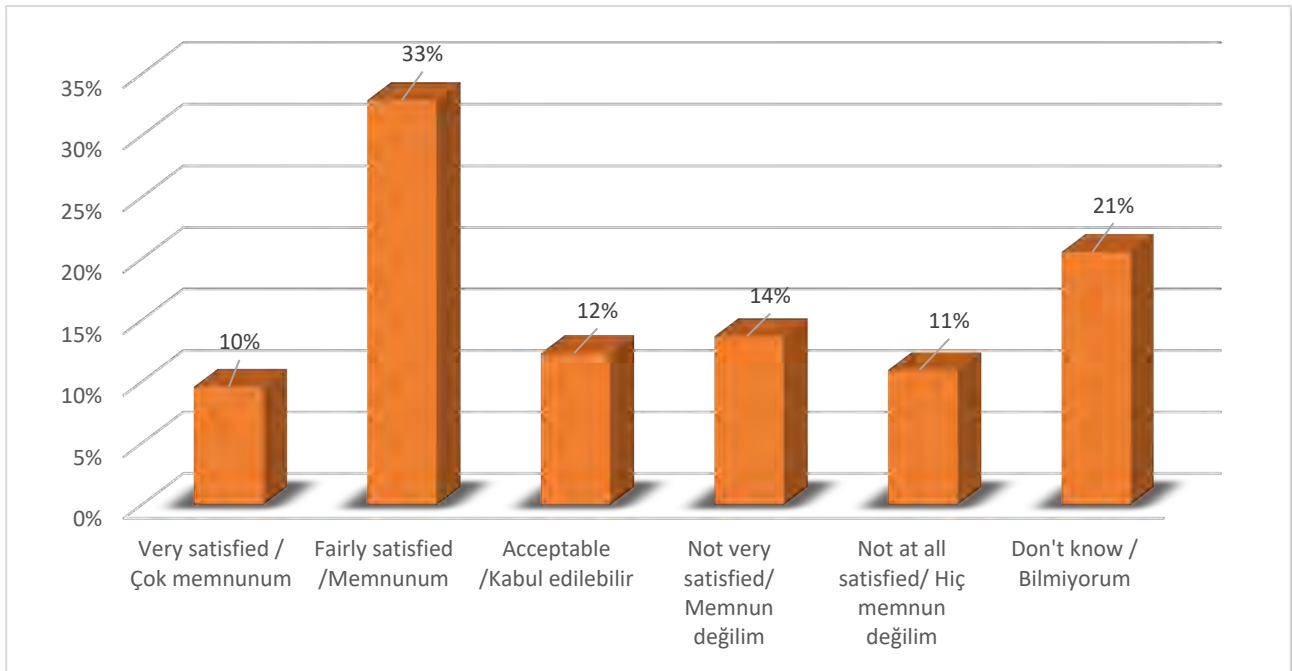
## *Overall Quality of Course Delivery*

According to the graph, 43% of respondents were highly satisfied with the overall quality of the course delivery. 8% stated that they were not satisfied.
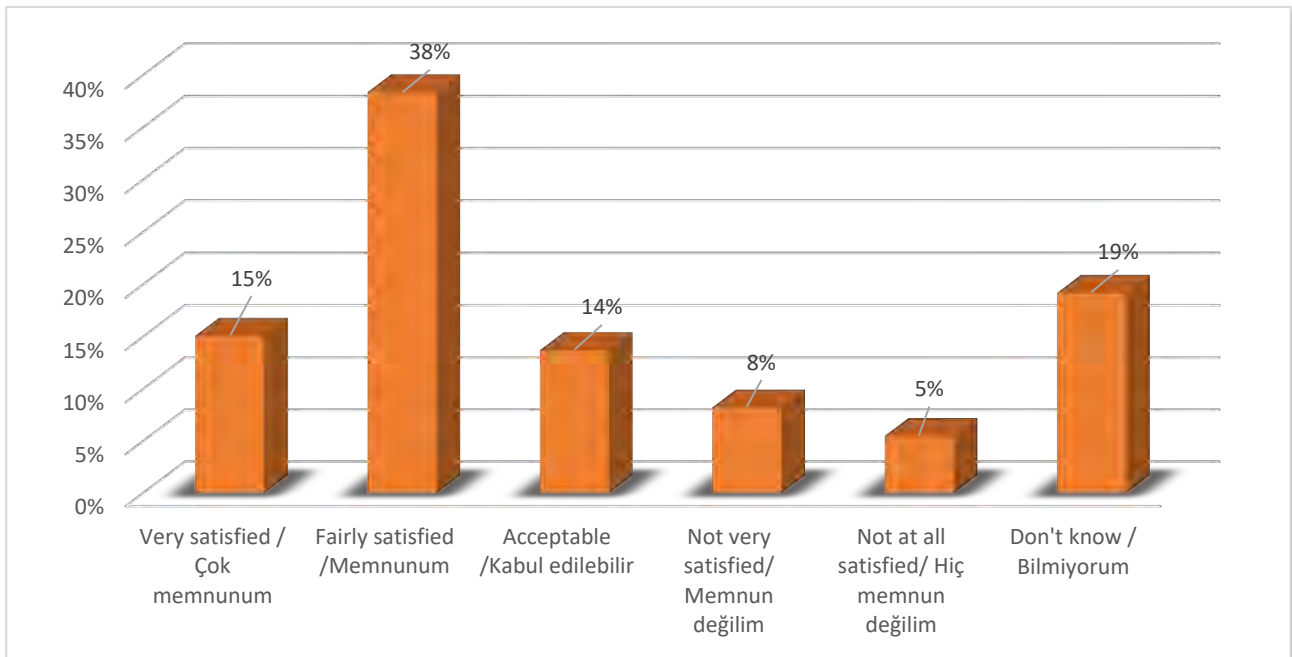
Students' motivation for online education

According to the graph, 29% of respondents are fairly satisfied with students' motivation for online education. 5% are very satisfied, 10% said it is acceptable, 21% are not satisfied. A mere 22% of respondents said they did not know.
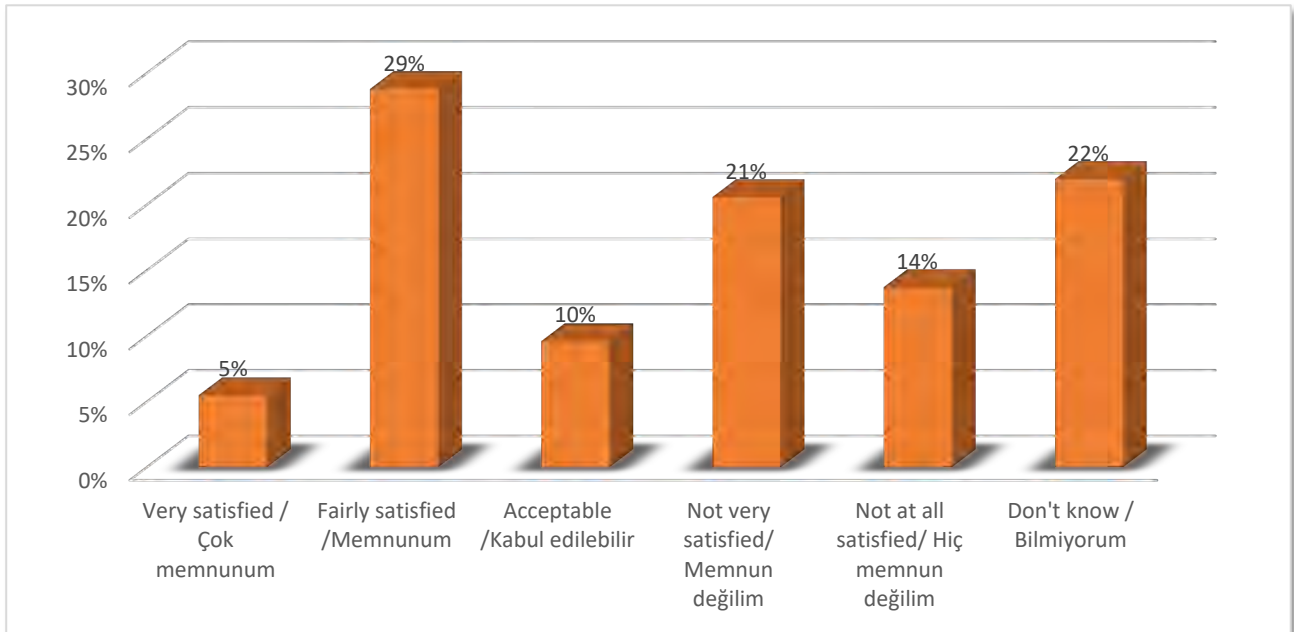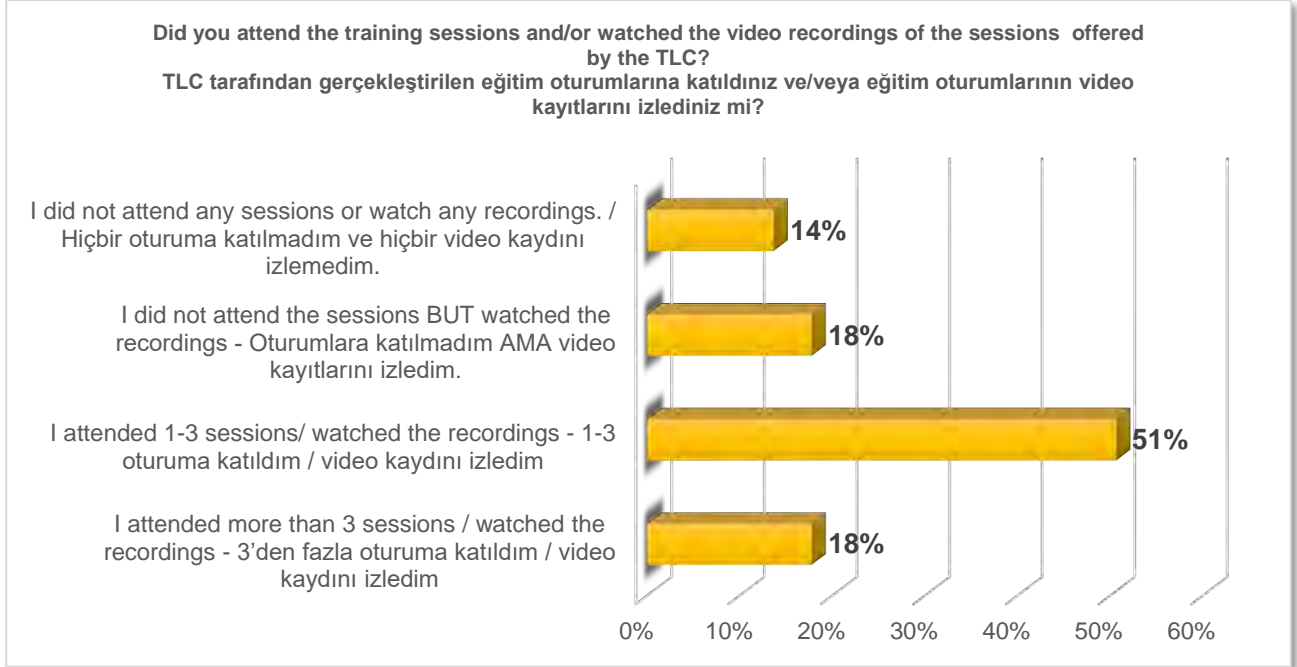

Availability of assistance on how to use distance education tools.

According to the graph, 18% of respondents are fairly satisfied with assistance on how to use distance education tools. 40% are very satisfied, 12% said it is acceptable, 1% are not very satisfied.. A mere 23% of respondents said they did not know.
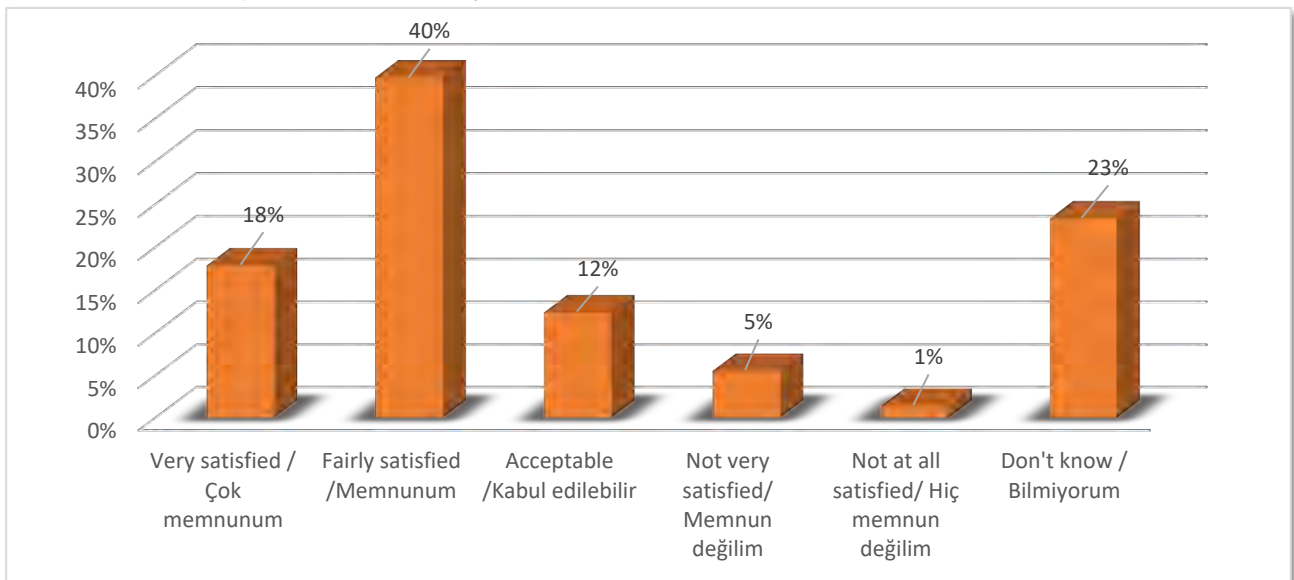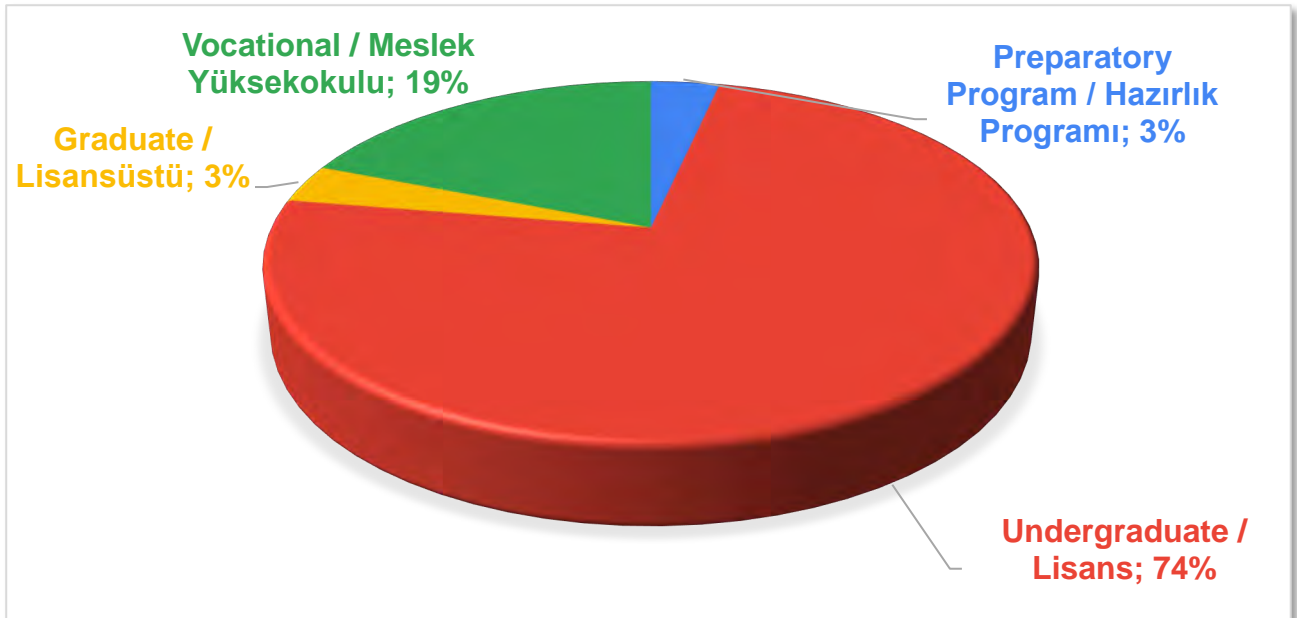
Did you attend the training sessions and/or watched the video recordings of the sessions offered by the TLC?

As part of the implementation of Blackboard Learn in the university, a series of training sessions is offered to instructors at the beginning of every term. The following graph shows a list of training sessions that have been made available to instructors, as well as attendance to these sessions.

Did you attend the training sessions and/or watched the video recordings of the sessions offered by the TLC?
TLC tarafından gerçekleştirilen eğitim oturumlarına katıldınız ve/veya eğitim oturumlarının video kayıtlarını izlediniz mi?

I did not attend any sessions or watch any recordings. / Hiçbir oturuma katılmadım ve hiçbir video kaydını izlemedim.	14%
I did not attend the sessions BUT watched the recordings - Oturumlara katılmadım AMA video kayıtlarını izledim.	18%
I attended 1-3 sessions/ watched the recordings - 1-3 oturuma katıldım / video kaydını izledim	51%
I attended more than 3 sessions / watched the recordings - 3'den fazla oturuma katıldım / video kaydını izledim	18%

0% 10% 20% 30% 40% 50% 60%

What level of classes did you teach in the fall term?

In the fall term, 74% of the instructors taught undergraduate classes, 19% vocational school classes, 3% graduate and 3% taught classes in the preparatory program.

Vocational / Meslek Yüksekokulu; 19%
Graduate / Lisansüstü; 3%
Preparatory Program / Hazırlık Programı; 3%
Undergraduate / Lisans; 74%

Gender

Of all instructors who answered the survey, 63% are female and 34% are male. Three percent of participants preferred not to specify their gender.
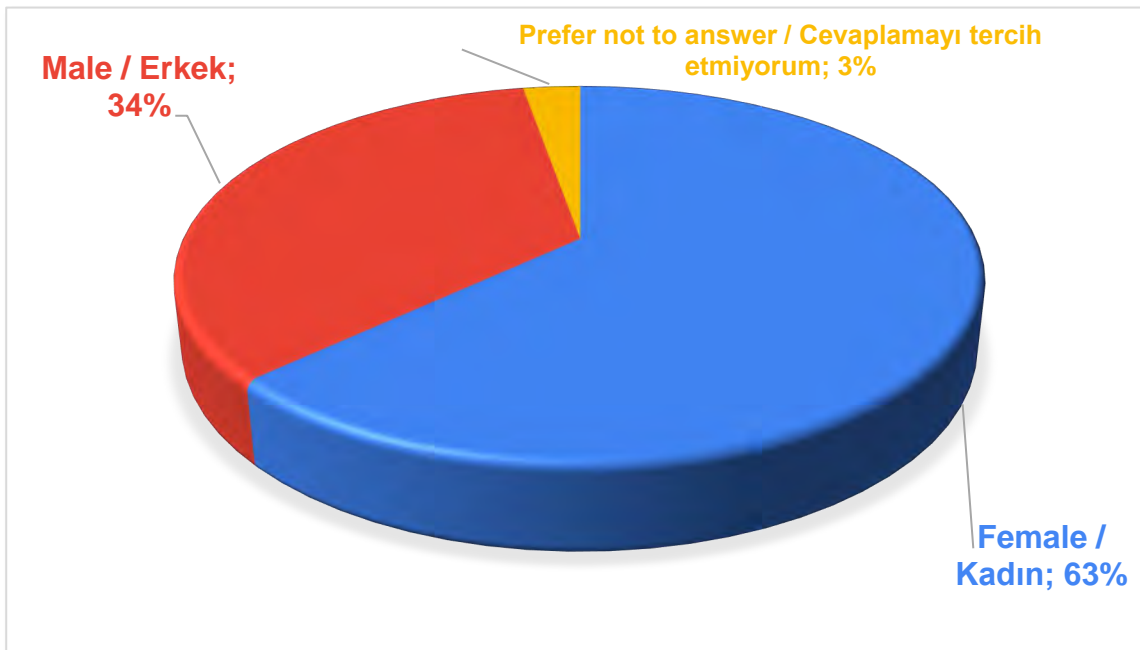

Employment Status

According to the graph below, which represents the distribution between full-time and part-time instructors, 67% of respondents identified themselves as full-time and 37% as part-time.
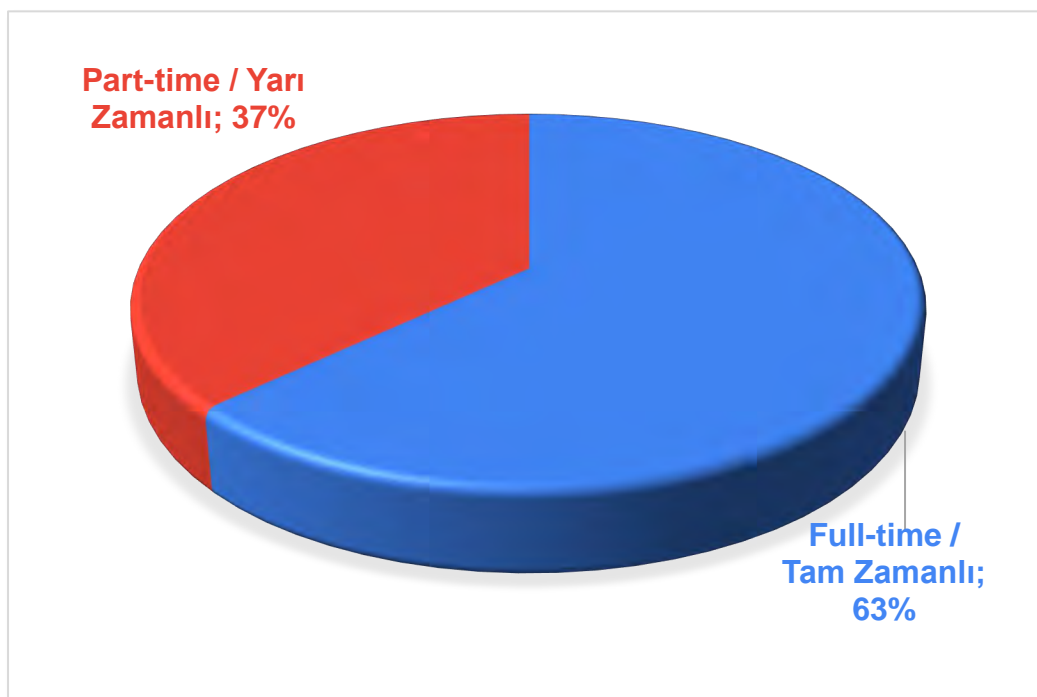
Your Faculty/School/Institute

15% percent of instructors who answered the survey are from the School of Foreign Languages, 14% are from the Faculty of Engineering, 12% are from Faculty of Fine Arts and Design, and 12% are from Faculty of Medicine.
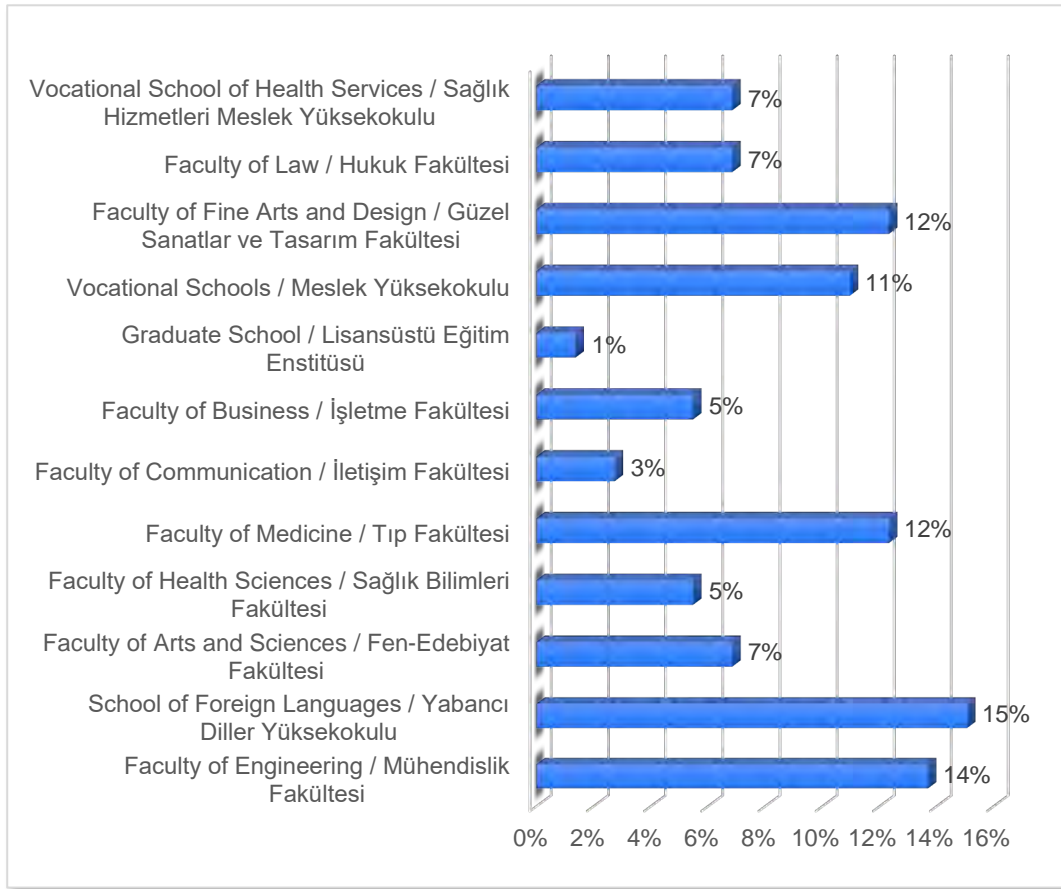

How many years have you been teaching at IUE?

According to the following graph, 52% of respondents have been teaching at the university level for less than four years, 23% have been teaching five to nine years, 14% of respondents have been teaching for 10 to 14 years, and 16% have been teaching at the university level for over 15 years.
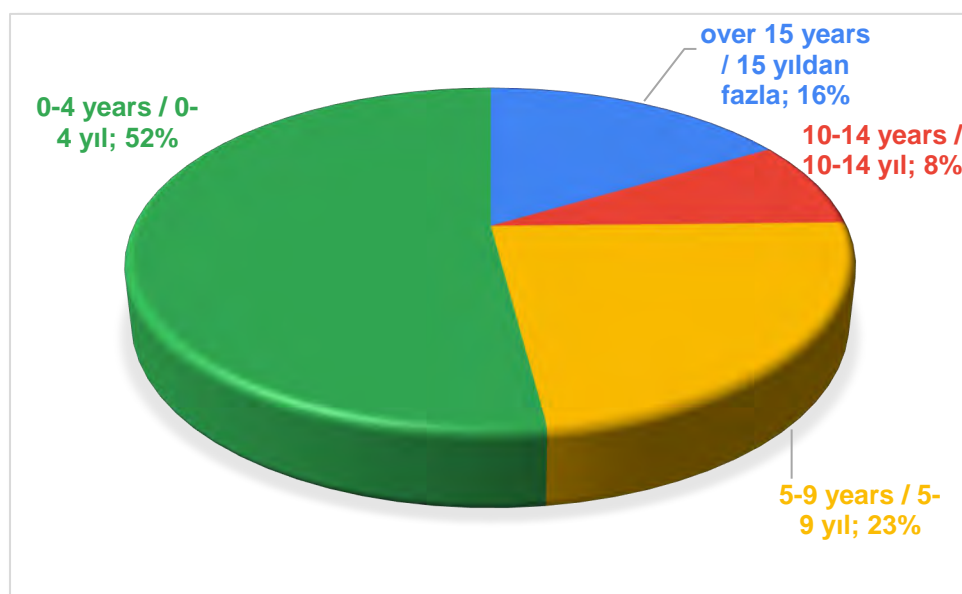
Your Academic Rank

Survey results also reveal the distribution of academic rank among faculty members in IUE. The graph below shows that 47% of respondents are Lecturers, 18% are Professor, 15% are Asst. Professor, 4% are Associate Professor, 7% are Research Assistant and %8 are Dr. Lecturers.
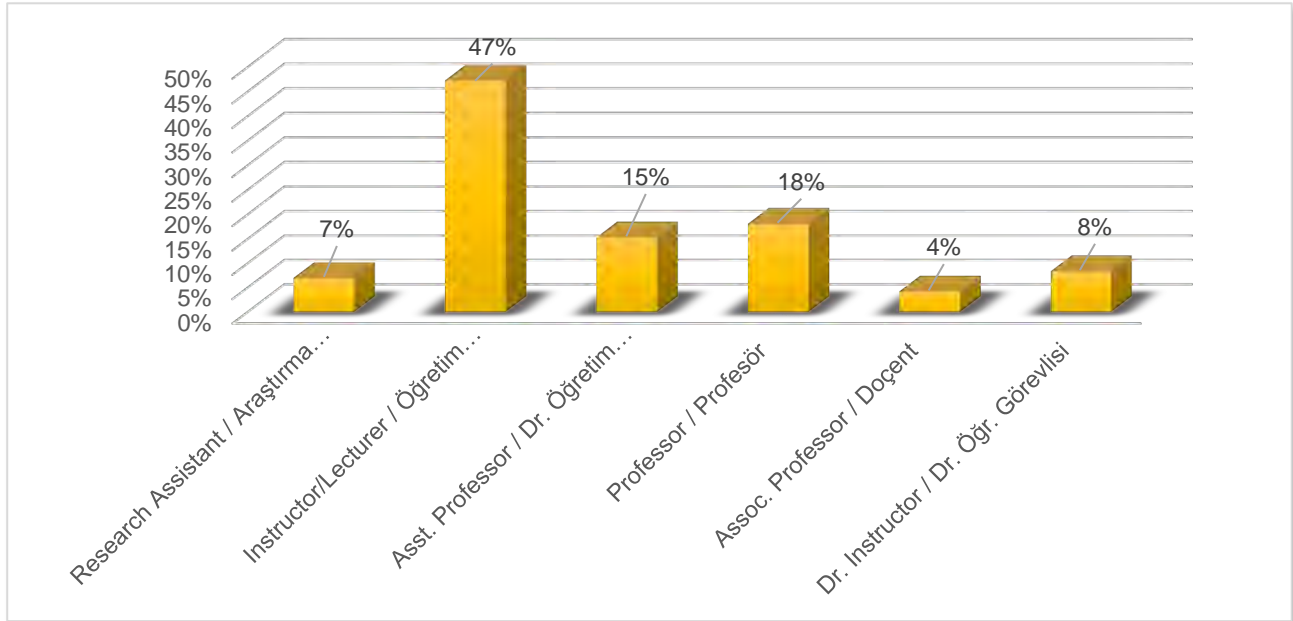
Common Themes from Open-Ended Questions

Instructors expressed their general satisfaction with the Blackboard Learn Learning Management System.

- *Öğrenciyle hoca arasında köprü oluşturması cok güzel.Genel olarak memnun kaldım.Eğitimlere katılamadım fakat gönderdiğiniz manueller kullanmamda cok yardımcı oldu teşekkurler.*
- *Bir üniversitenin sistemi içerisinde olmak zorunda olan parçası.*
- *Blackboard'un bütünde çok başarılı bir toparlayıcı olduğunu düşünüyorum. Memnunum.*
- *Yararlı bir sistem.*

Some of the lecturers made suggestions for improvement in the following areas.

- *Online seanslar tüm derslere eklenmeli.*
- *Ödevlerde ilk attempte feedback yazıldığında, öğrenciye bir not yazmadan bu feedbacki görünür hale getiremiyoruz. Öğrenciye düşük bir not yazarsanız da olay oluyor, yüksek yazarsanız da ikinci attempti özensiz yüklüyor ya da hiç yüklemiyor.*
- *Soruların Pool'a geçmiş dönem derslerinden doğrudan (soruları export dosyası hazırlamadan)taşınabilmesi özelliği çok faydalı olurdu.*
- *Students should get a notification from the "announcements" part.*
- *It would be much better if we could attach files to the announcements.*
- *Projeleri tek tek görüp notlama yapılan ekrana, not verdikten sonra tekrar geri dönmek çok zor. Not verdikten sonra tekrar değerlendirme yapmak için aynı ekrana girilebilse daha kullanışlı olur. (Needs markingte tıklanılan ekrana, not verildikten sonra geri dönülemiyor.) Blackboarda bir içerik eklenince, öğrencinin cep telefonuna mesaj gitse daha iyi olabilir. Ayrıca ders başı 2 gb sınırı, 3 gb olursa bazı dersler için daha iyi olabilir.*

Instructors expressed their general satisfaction with the Panopto Lecture Capture System.

- *Genel olarak memnun kaldım.Fakat internet bağlantısı kesılırse(mutfak derslıklerınde) hiç açılmıyor veya offlline kayıtta alınmıyor.Fakat genel olarak kayıt almada memnunum.Teşekkürler.*
- *Yoktur, teşekkürler.*
- *içerikler dolu dolu olursa müthiş yararlı bir sistem. sadece sınıf sesi kaynak kaybımız gibi gelebiliyor bazen. içerik dersi anlattığımız anlar müthiş değerli. dersi kaçıran öğrenciye değerli.*
- *Mostly Panopto is good, but there are occasions the system did not record lessons - reason unknown!*

Some of the lecturers made suggestions for improvement in the following areas.

- *Ses kaydı ile ilgili sorunlar mevcut. Masadan uzaklaşıldığında kayıt bozuluyor.Masada oturup interaktif ders yapmak mümkün değil. Mikrofon desteği (yaka mikrofonuya da sabit ek mikrofon) olabilir mi?*
- *Teknik sorunlar sebebiyle ara sıra hiç uyarı vermeden kayıt ders sırasında kesilebiliyor ve dersi kurtarmak mümkün olmuyor. Bazen harici mikrofon ile uyum sorun oluyor ve kaydettiği sanılsa da sessiz kayıtlar olabiliyor. Harici mikrofon kullanılmadığı durumda ise öğrenciler ses kalitesinin kötü ve bazen anlaşılmaz olduğunu ifade ediyor.*
- *Kendi başına açılınca da doğru dosyaya kayıt yapabilmesi yararlı olur.*
- *Some of the Panopto systems in the classrooms are not working properly (not capturing sound etc.). Panopto systems all around the campus should be checked regularly.*
- *The sound quality on the recordings is very poor especially in E block classrooms.*