

Izmir University of Economics  
Instructional Technologies  
**Students' Evaluation Report**  
SPRING 2024

## Introduction

The purpose of this survey is to collect feedback from our students about technology-enhanced face to face/online 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 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 and face-to-face delivery of instruction.

A web-based survey was sent to all students enrolled in Blackboard LMS at the end of **2023-2024 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. 259 responses were received.

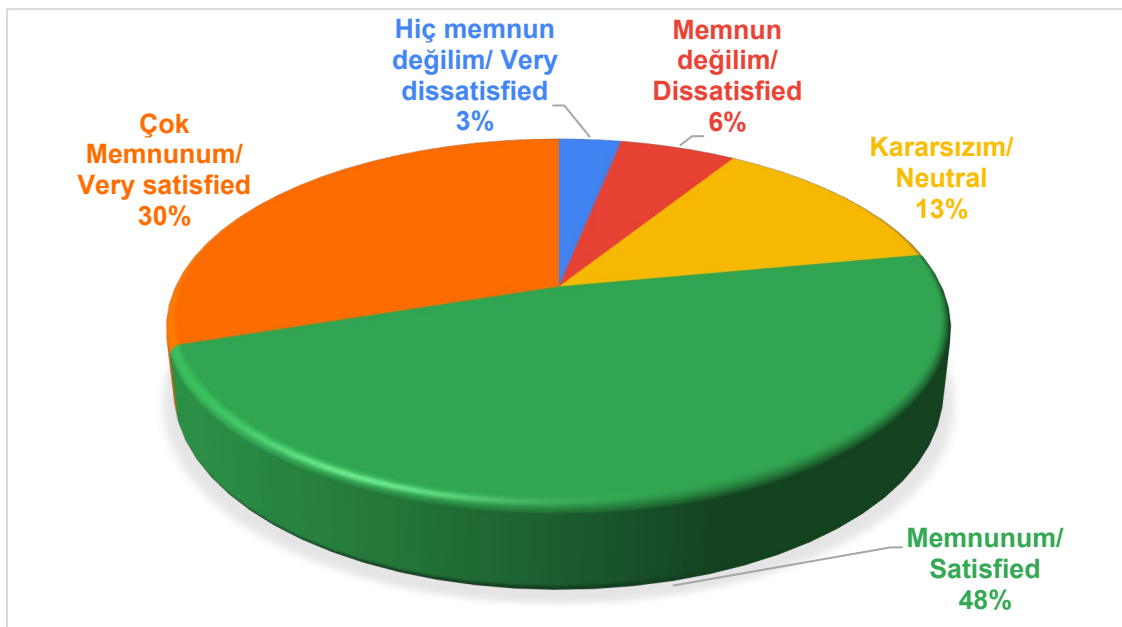
The following **key findings** have been reached based on the accumulated results of this study.

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 education experience.

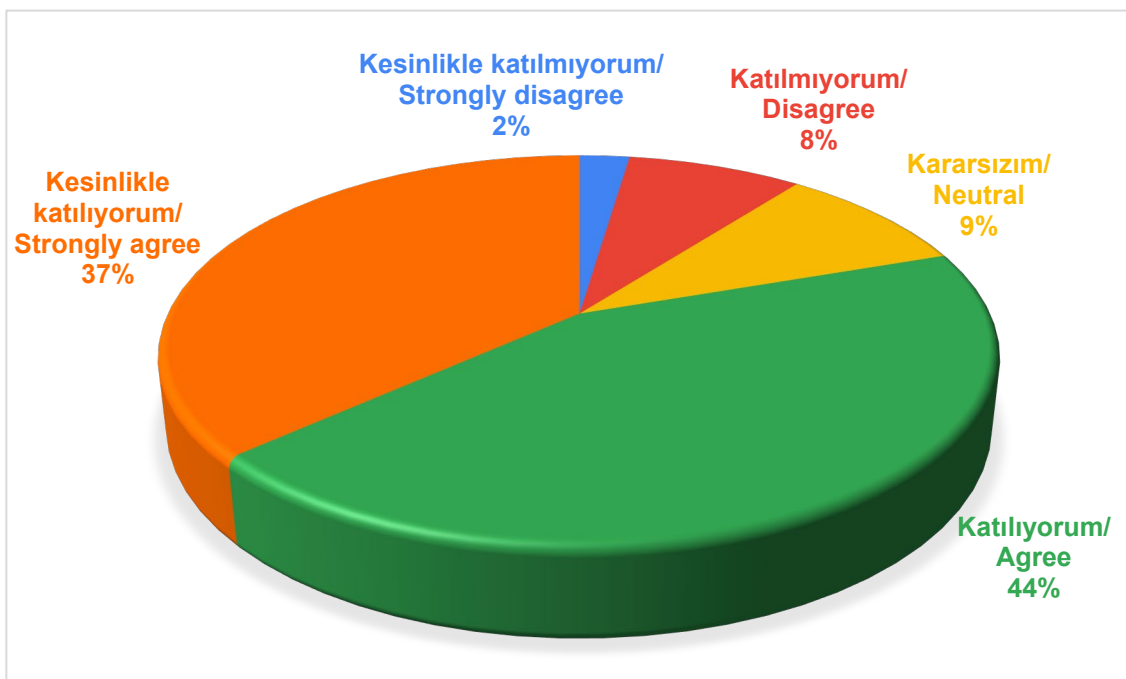
### How satisfied are you with using Blackboard Learn?

When asked how satisfied they were with Blackboard Learn, 30% of students who responded to the survey said they were very satisfied, 48% said they were satisfied, 13% were neutral, 6% were dissatisfied, and only 3% said they were very dissatisfied.



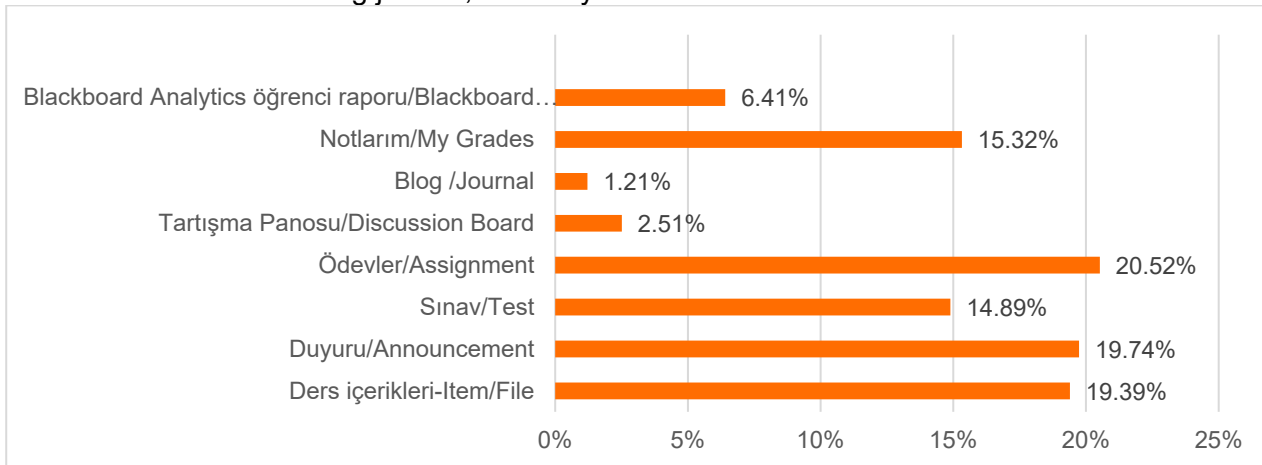
### I can easily use the Blackboard Learn system.

The survey also measures how easy students think the system is to use. According to the graph below, 37% of respondents strongly agree with the fact that the platform is easy to use, 44% agree, 8% disagree, and 2% strongly disagree. 9% of respondents said they were not sure.



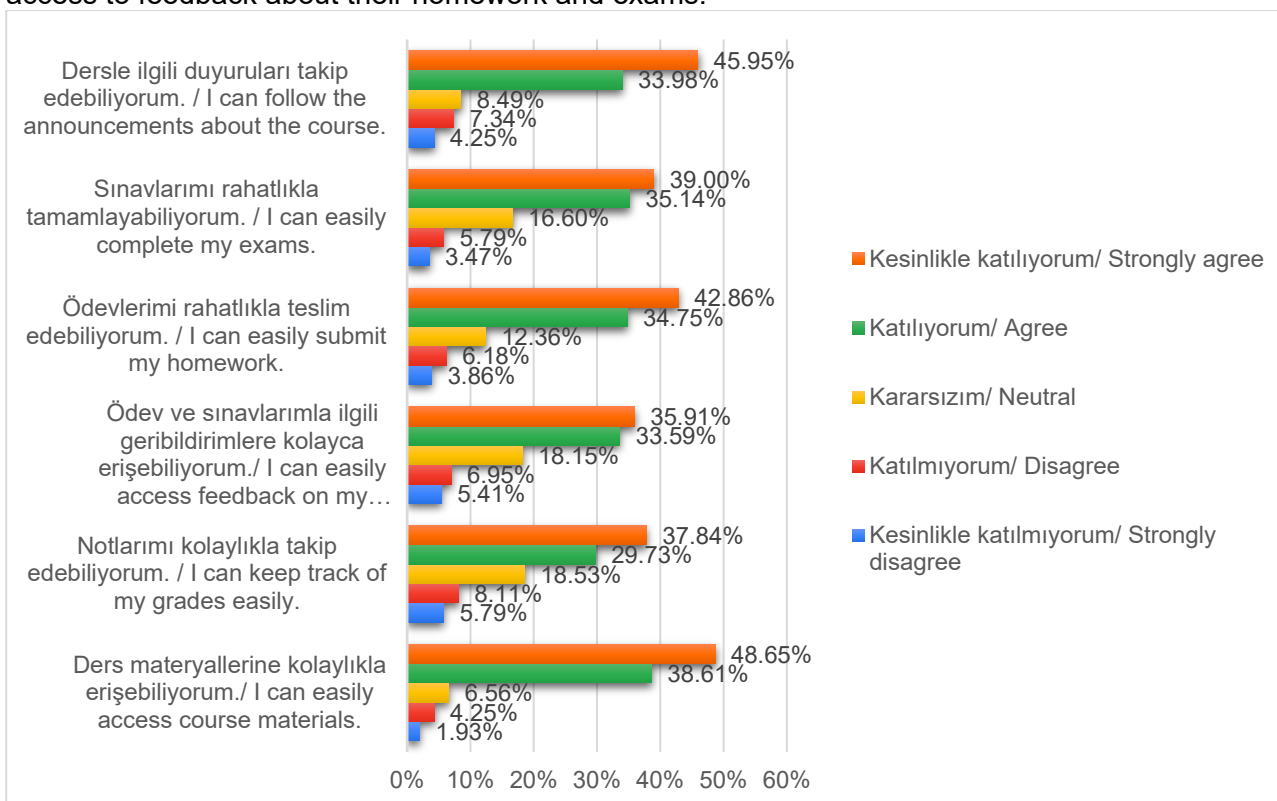
### Which course tools did/do you use in the Blackboard Learn system?

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, Item/Files, Tests and Notes, which received 20%, 19%, 19%, 15% and 15% of the total votes, respectively. Among the least used features are blog/journal, Bb analytics and discussion board.



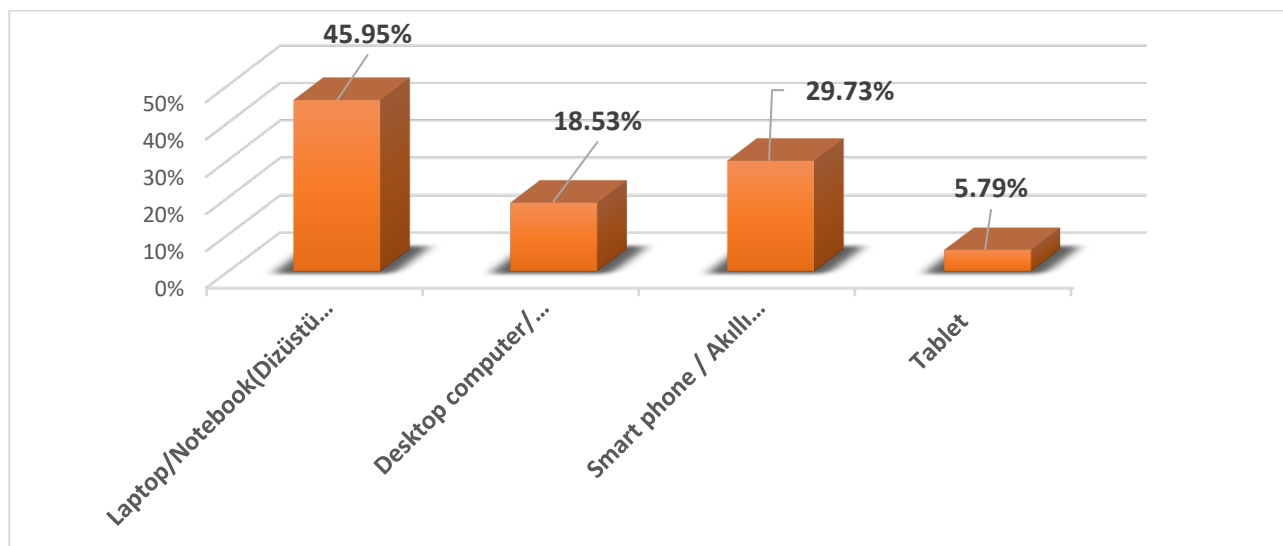
### Indicate your level of satisfaction with the opportunities provided by the Blackboard Learn system.

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 61, 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, 49% of the participants stated that they were satisfied with being able to follow the announcements about the course, 44% being able to easily complete their exams, 44% being able to send homework easily, and 44% 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.



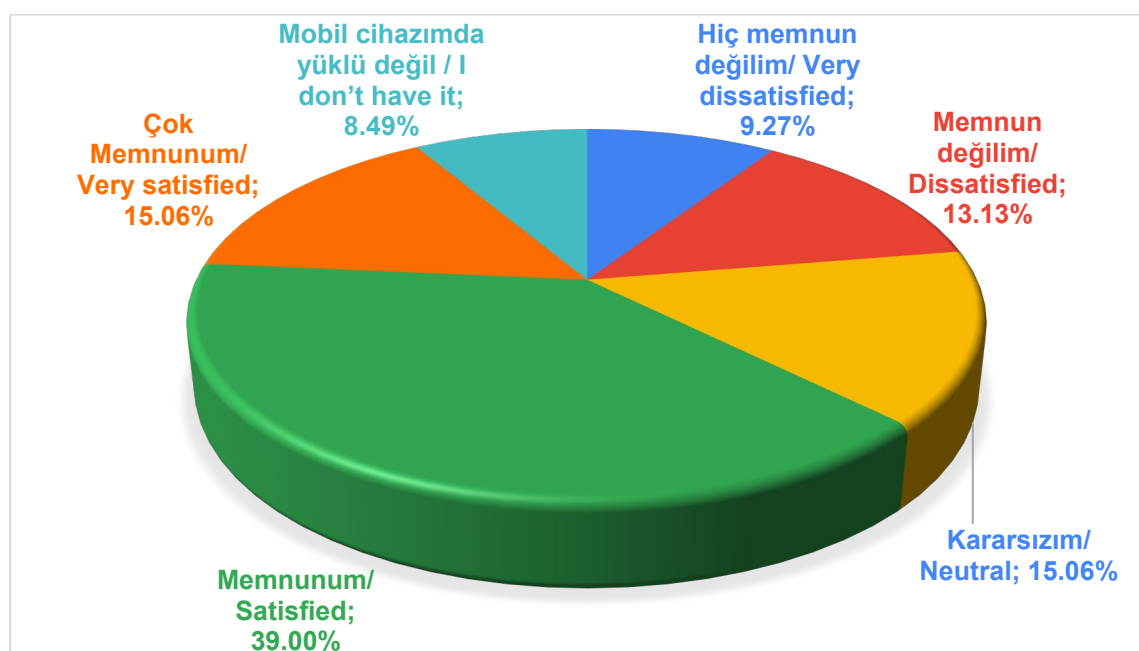
### What device do you usually use to access the Blackboard Learn system?

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 46% of respondents saying that is the device they use to access the system. The second device of preference is the desktop computer, with 14%. As far as devices such as smart phones and tablets are concerned, 33% and 6% of respondents said those are the devices they use to access the system, respectively.



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

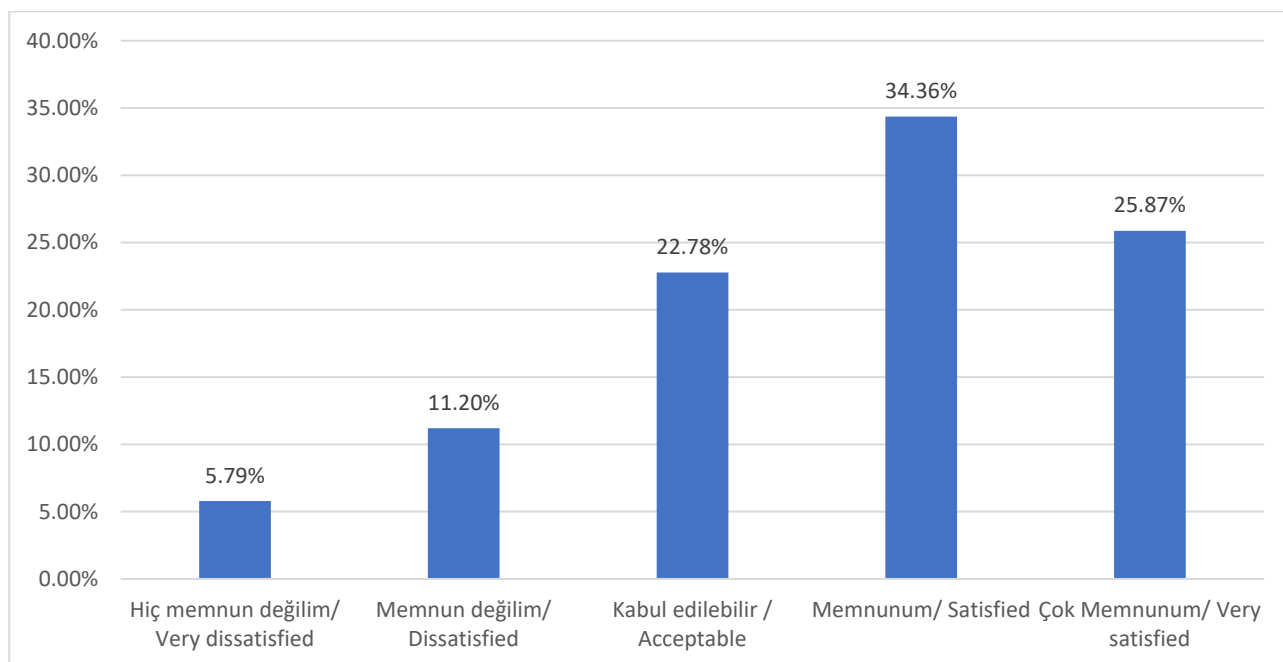
The following question on the survey was about the satisfaction levels of students with using the Blackboard student mobile app. According to the graph above, 15% of respondents are very satisfied and 39% are satisfied with the mobile app. A total of 13% students said they were not satisfied with the app and 15% were neutral. On the other hand, 8% of the respondents do not have the mobile app installed on their devices.



### *Level of satisfaction with technology-supported face-to-face education.*

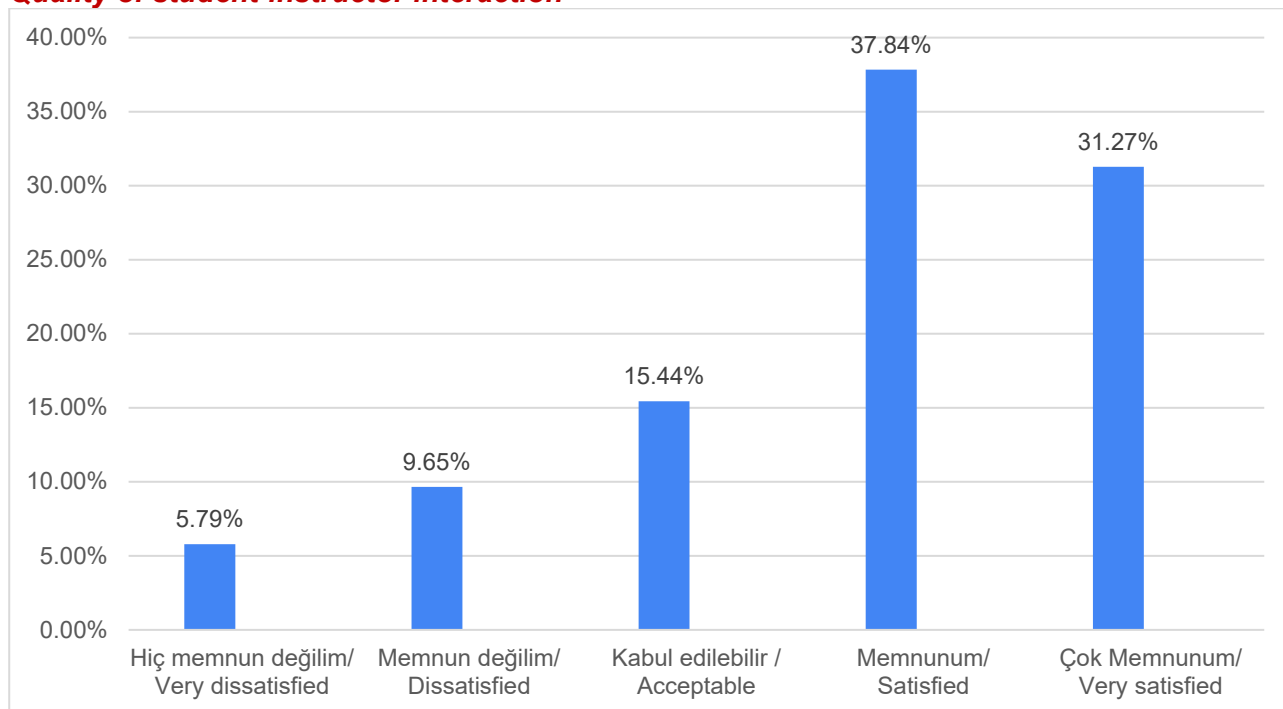
The survey also measures students' satisfaction with technology-enhanced face-to-face education.

#### *Instructors' use of technology*



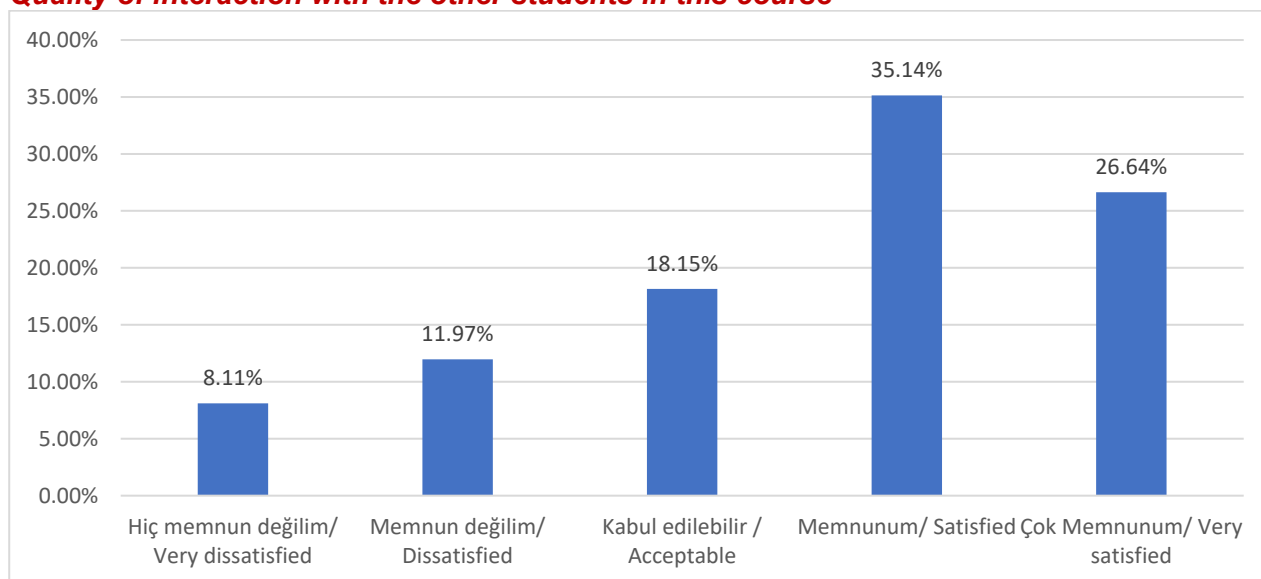
According to the graph, 25% of the participants stated that they were very satisfied with the use of technology by the instructors. 34% stated that they were satisfied, 22% acceptable, 11% dissatisfied, and 5% not satisfied at all.

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



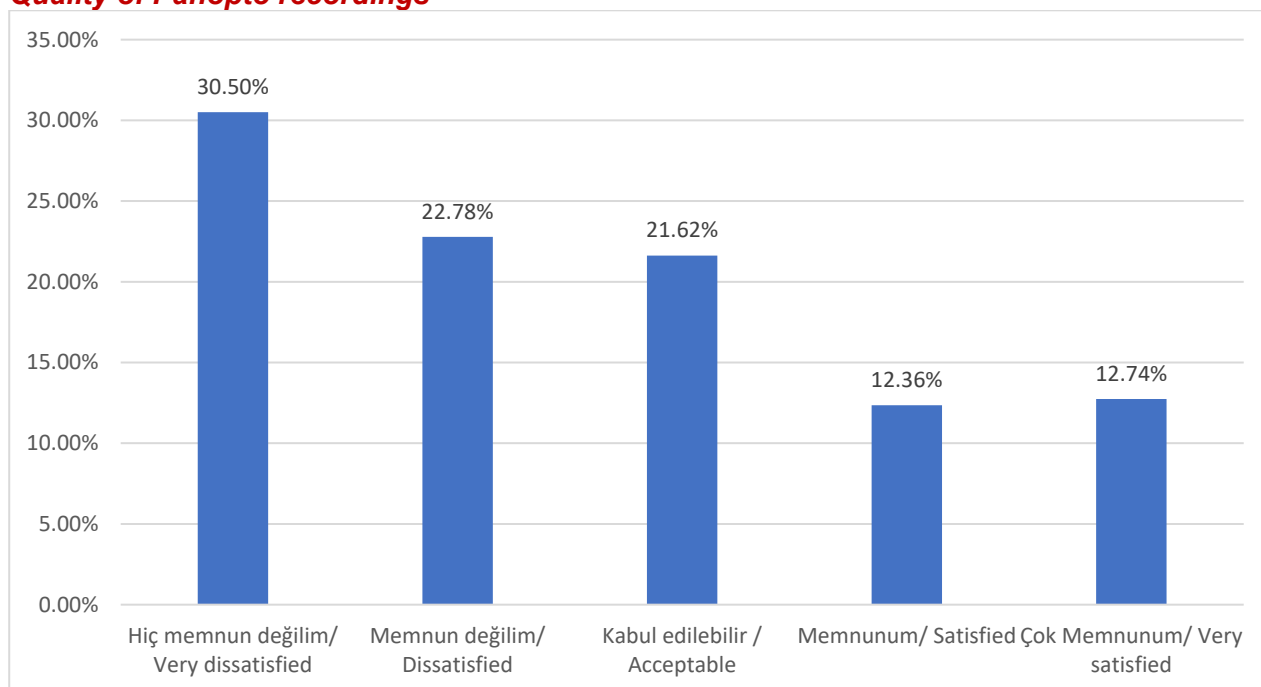
According to the graph, 31% of the participants stated that they were very satisfied with the student-faculty interaction. 37% stated that they were satisfied, 15% stated that the interaction was acceptable, 9% were dissatisfied, and 5% were not satisfied at all.

### Quality of interaction with the other students in this course



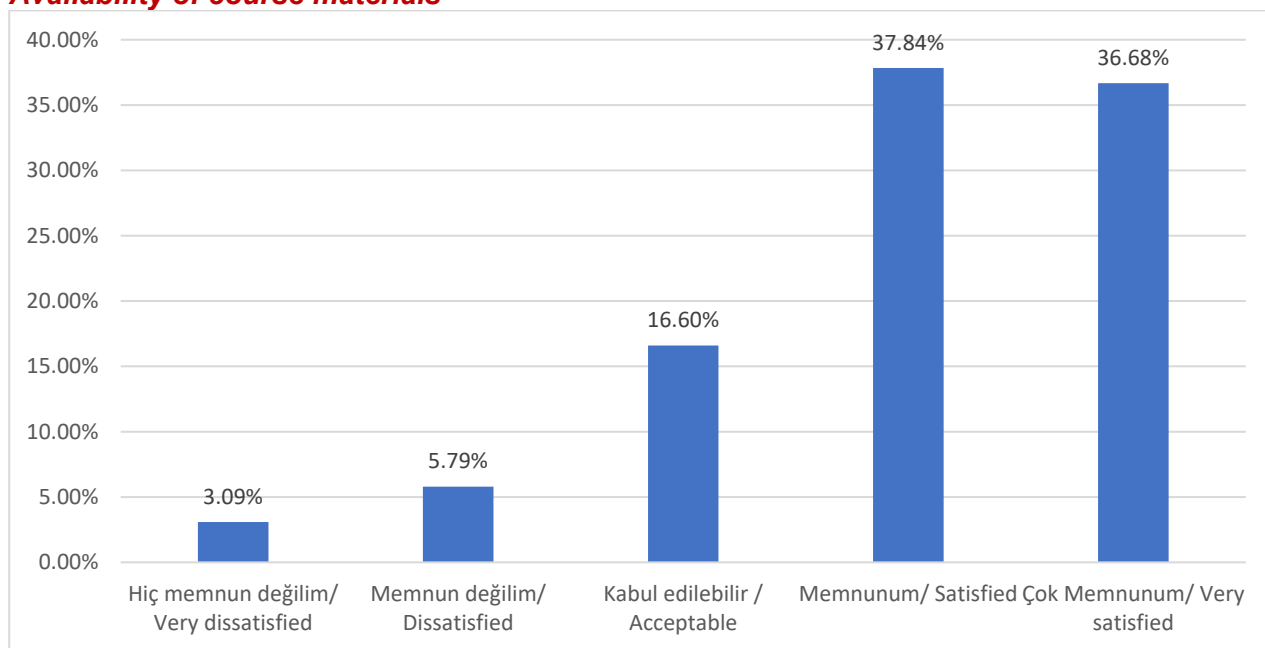
According to the graph, 26% of the participants stated that they were very satisfied with the interaction with other students. 35% were satisfied, 18% acceptable, 12% dissatisfied, and 8% not at all satisfied.

### Quality of Panopto recordings



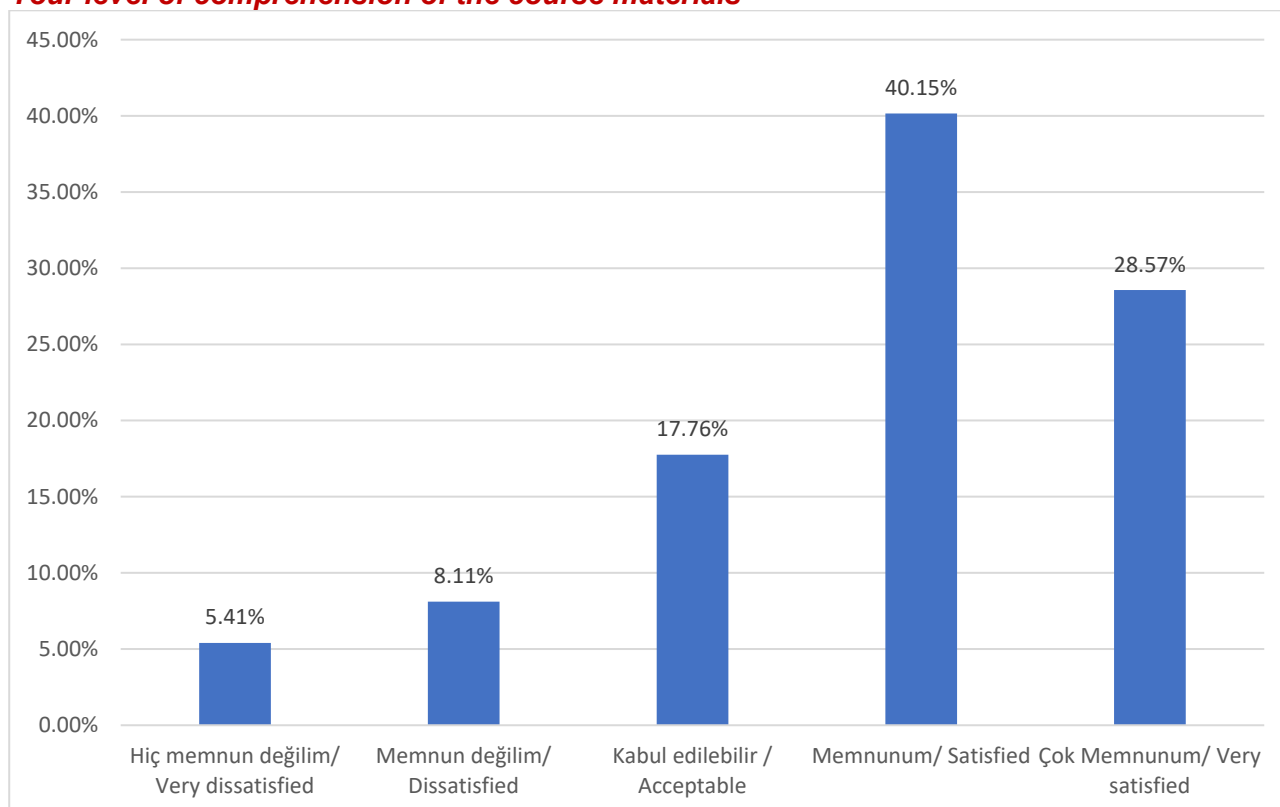
According to the graph, 12% of respondents are very satisfied with the quality of Panopto recordings. 12% stated that they were satisfied, 21% stated that the quality was acceptable, 22% were not satisfied, and 30% were not satisfied at all.

### Availability of course materials



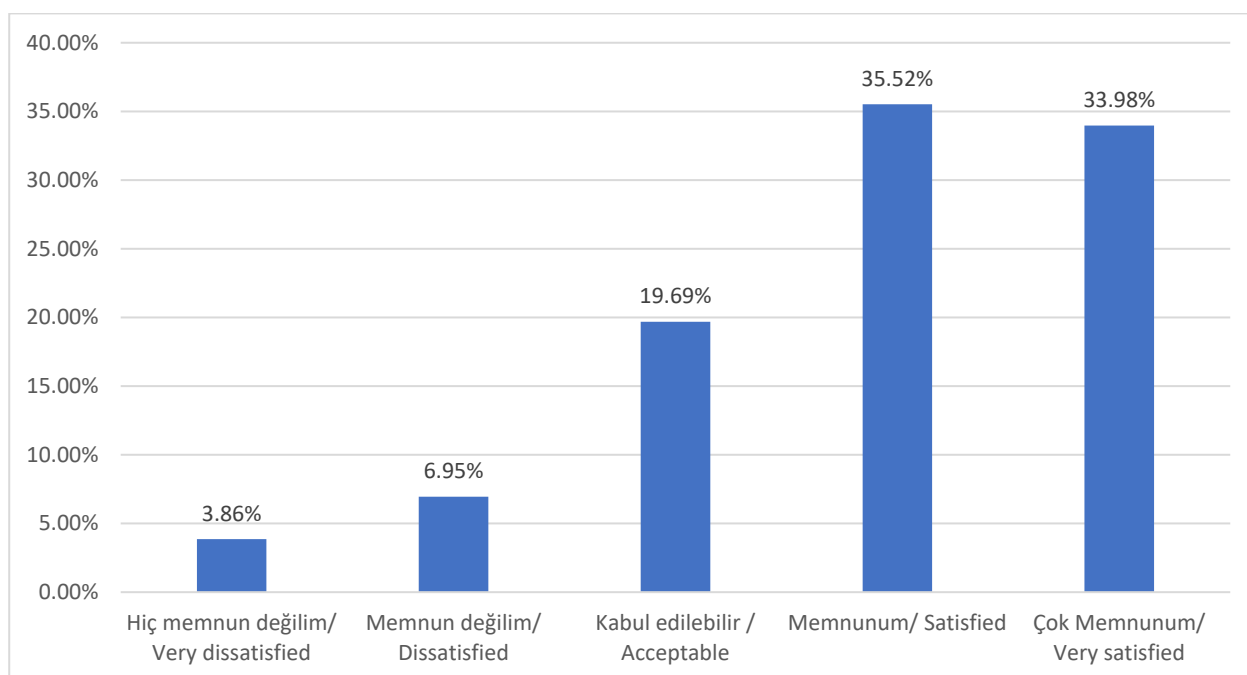
According to the graph, 36% of respondents are very satisfied with availability of course materials. 37% are satisfied, 16% said it is acceptable, 5% are dissatisfied and 3% are very dissatisfied.

### Your level of comprehension of the course materials



According to the graph, 28% of respondents are very satisfied with their level of comprehension of course material. 40% are satisfied, 17% said it is acceptable, 8% are dissatisfied and 5% are very dissatisfied.

## Overall, your technology-enhanced face to face education experience

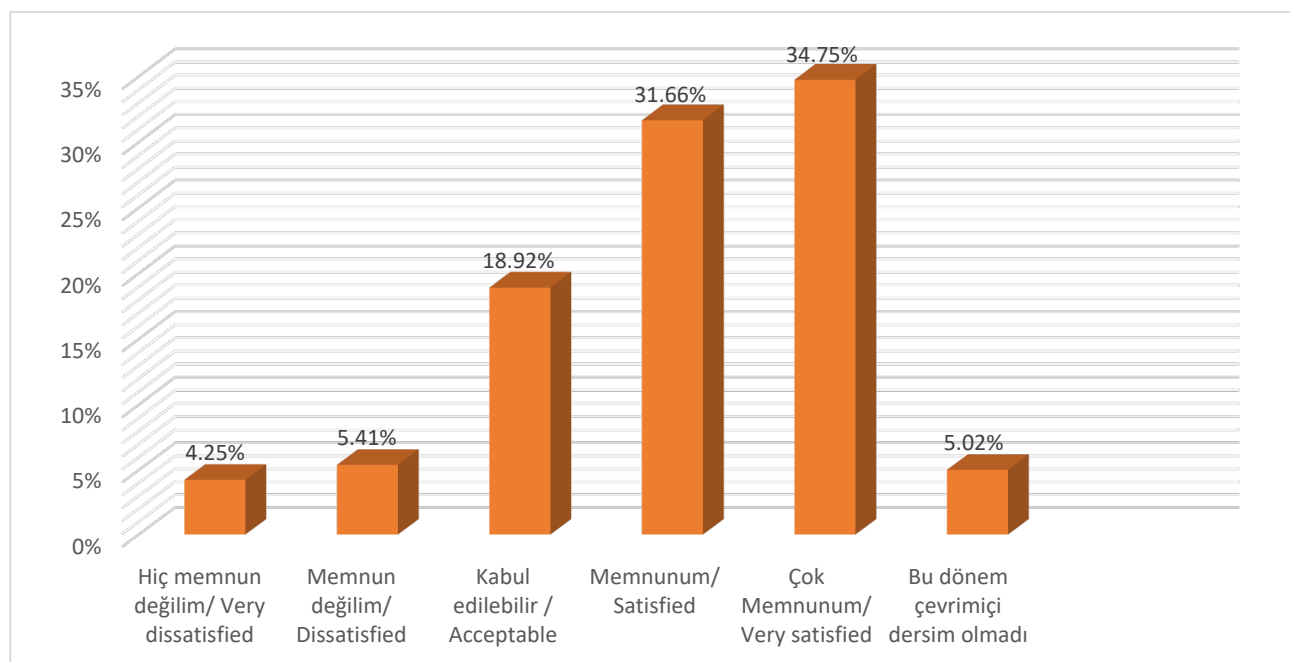


According to the graphic above, 34% of respondents are very satisfied. 35% are satisfied, 19% have the opinion that it is acceptable, 7% are not satisfied, and 3% are not satisfied at all.

### How satisfaction are you with the online/ education:

The survey also measures students' satisfaction with online education.

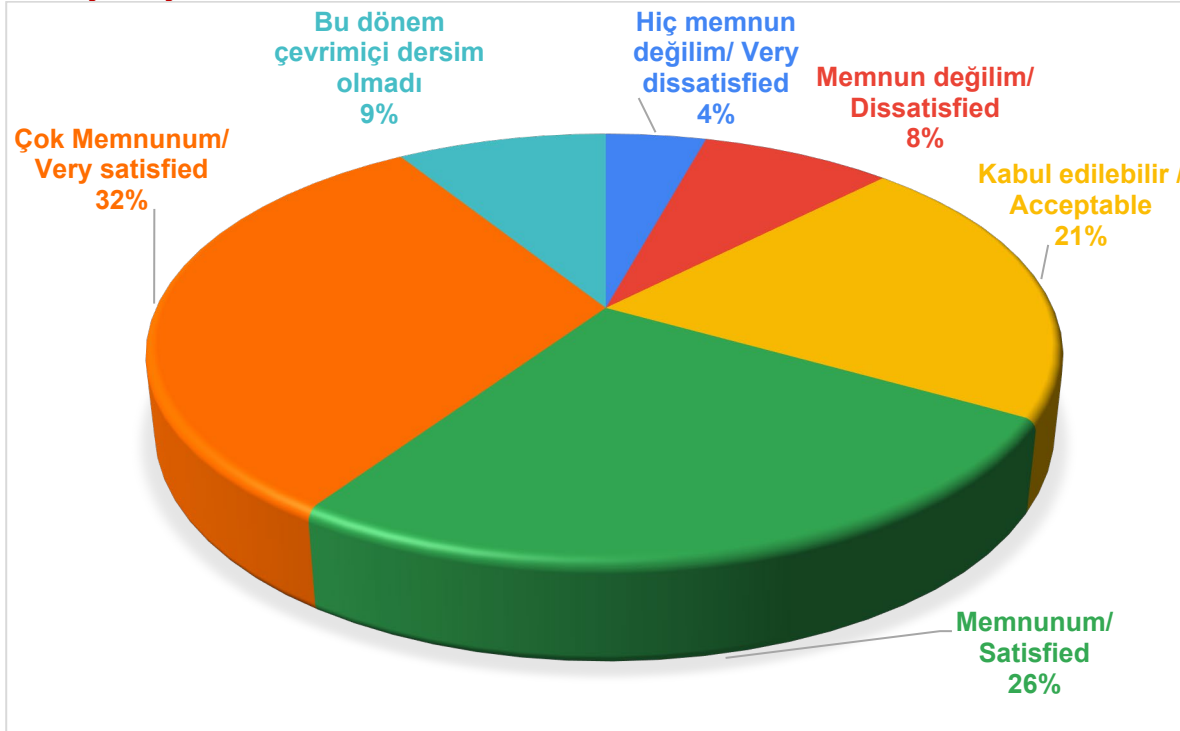
### Your Internet Connection



According to the graph, 31% of respondents are satisfied with their internet connection. 34% are very satisfied, 18% of respondents think their internet connection is acceptable, 5% are dissatisfied and 4% are very dissatisfied.

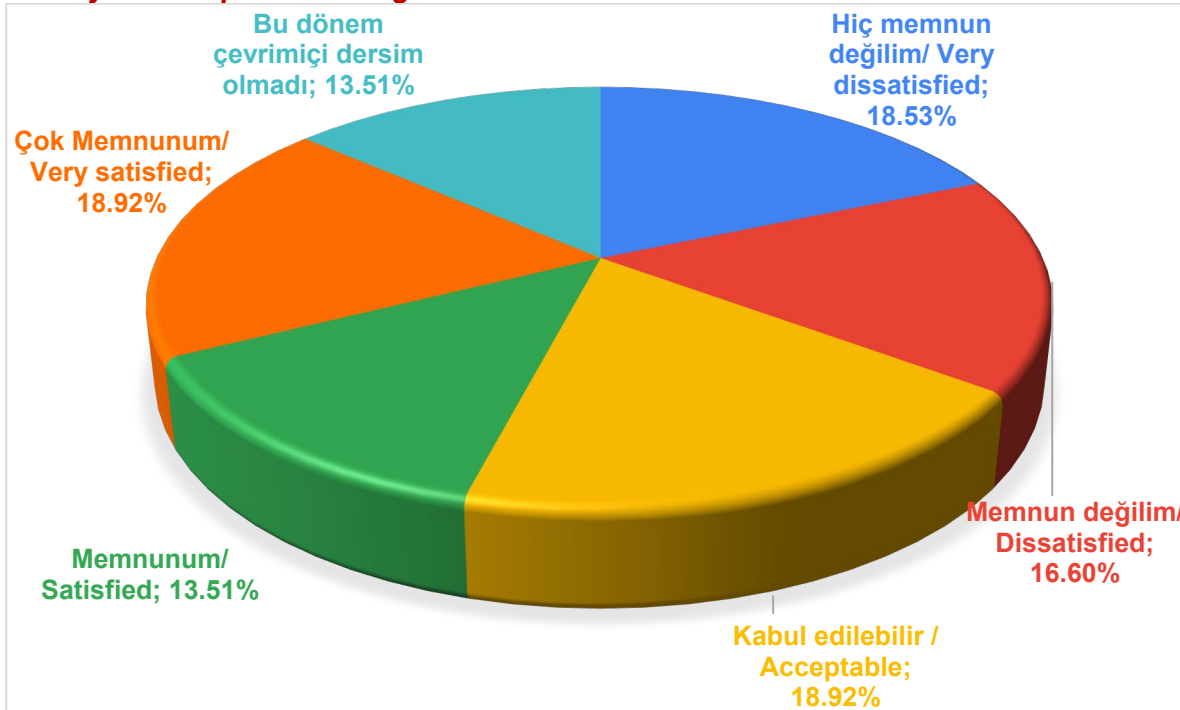


### Quality of synchronous classes on Zoom



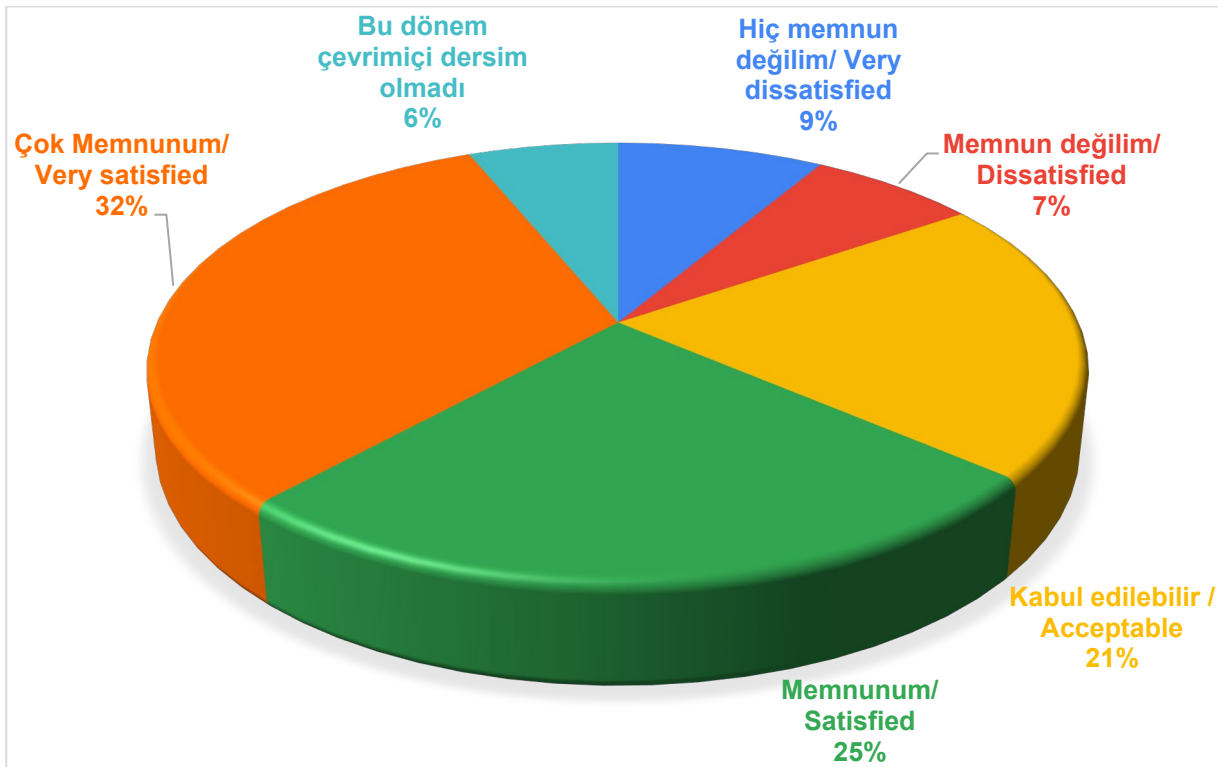
According to the graph, 32% of respondents are very satisfied with quality of synchronous classes on Zoom. 26% are satisfied, 21% said quality is acceptable, 8% are dissatisfied, and 4% are very dissatisfied. A mere 9% of respondents said they did not know.

### Quality of Panopto recordings



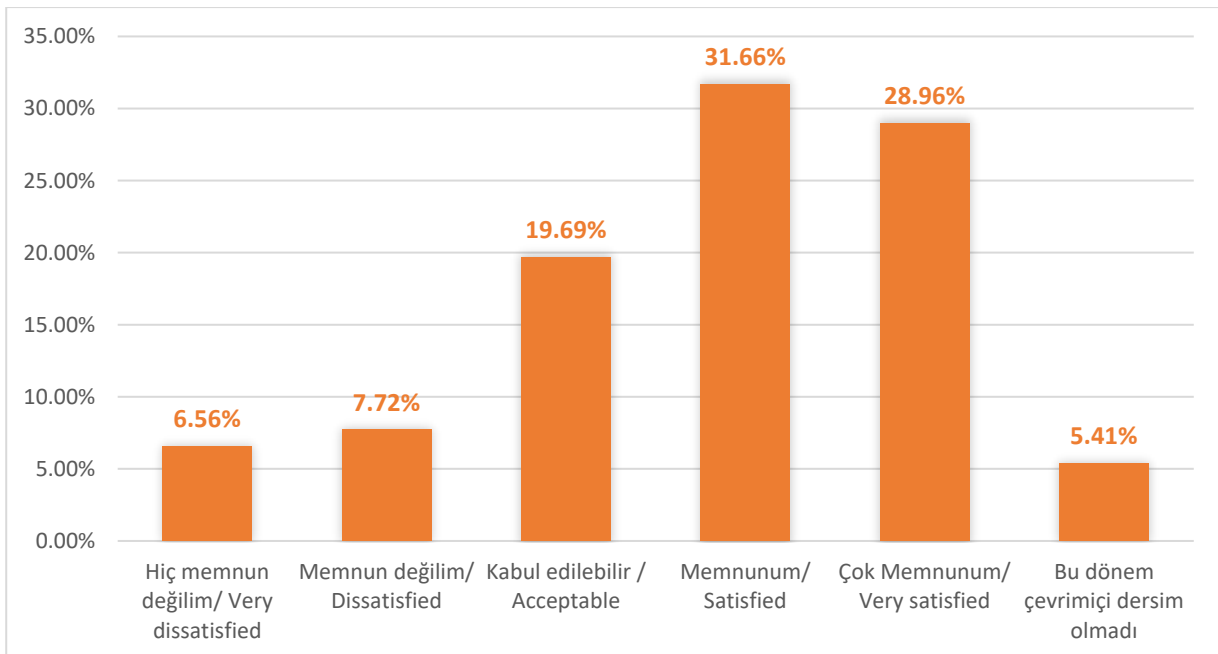
According to the graph, 19% of respondents are very satisfied with the quality of Panopto recordings. 13% are satisfied, 18% said quality is acceptable, 16% are dissatisfied and 18% are very dissatisfied.

### Quality of student-instructor interaction



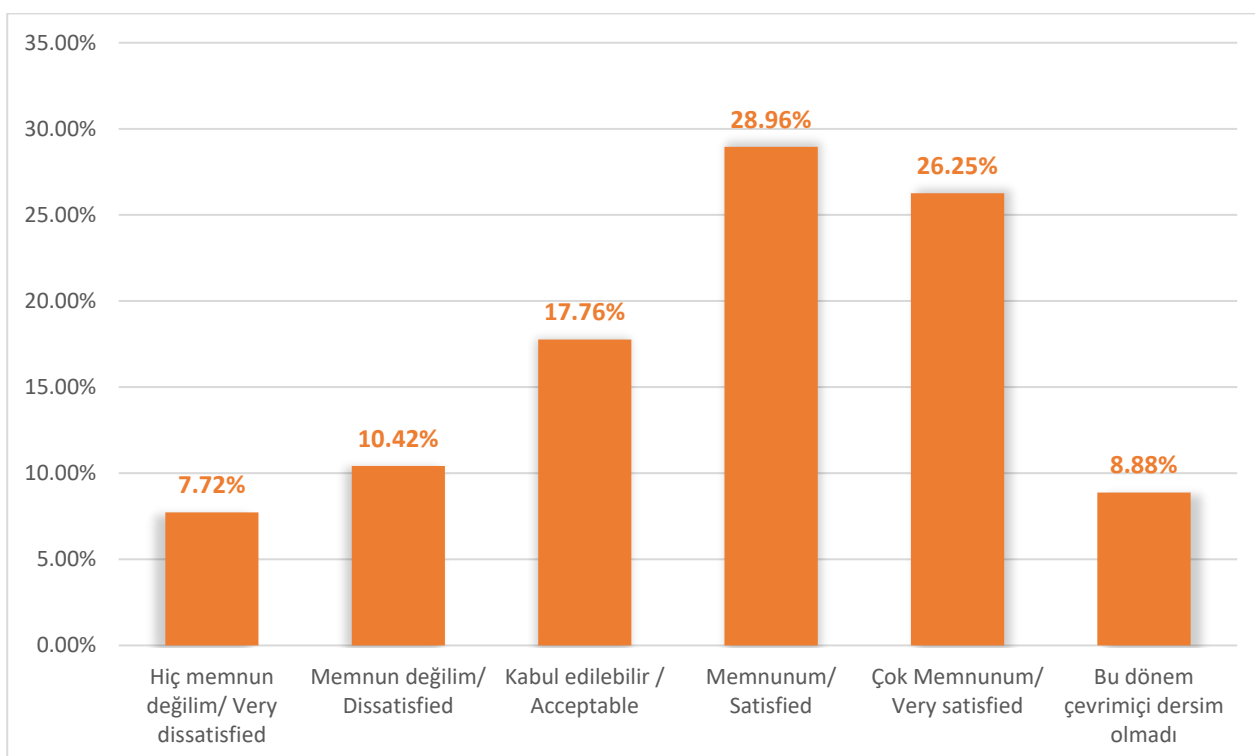
According to the graph, 32% of respondents are very satisfied with student-instructor interaction. 25% are satisfied, 21% said interaction is acceptable, 7% are dissatisfied and 9% are very dissatisfied.

### Instructors' use of technology



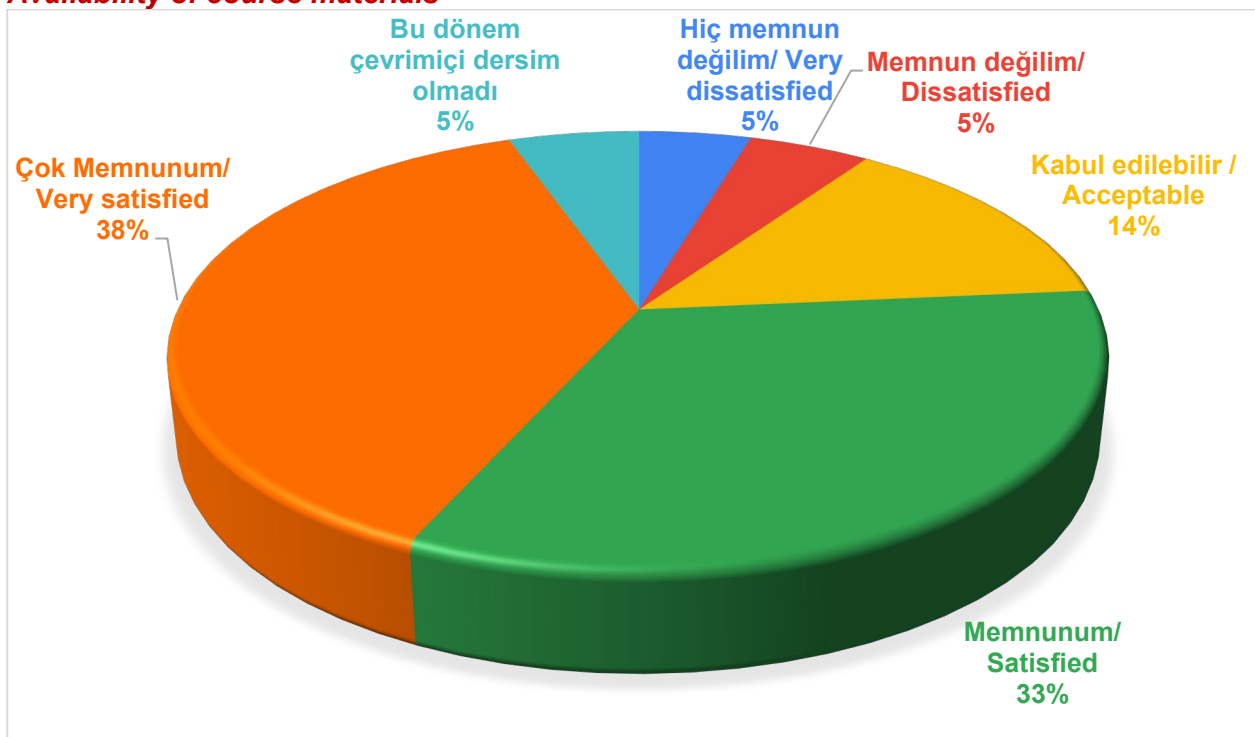
According to the graph, 29% of respondents are very satisfied with instructors' use of technology. 31% are satisfied, 19% said it is acceptable, 7% are dissatisfied and 6% are very dissatisfied.

### Quality of interaction with other students in courses



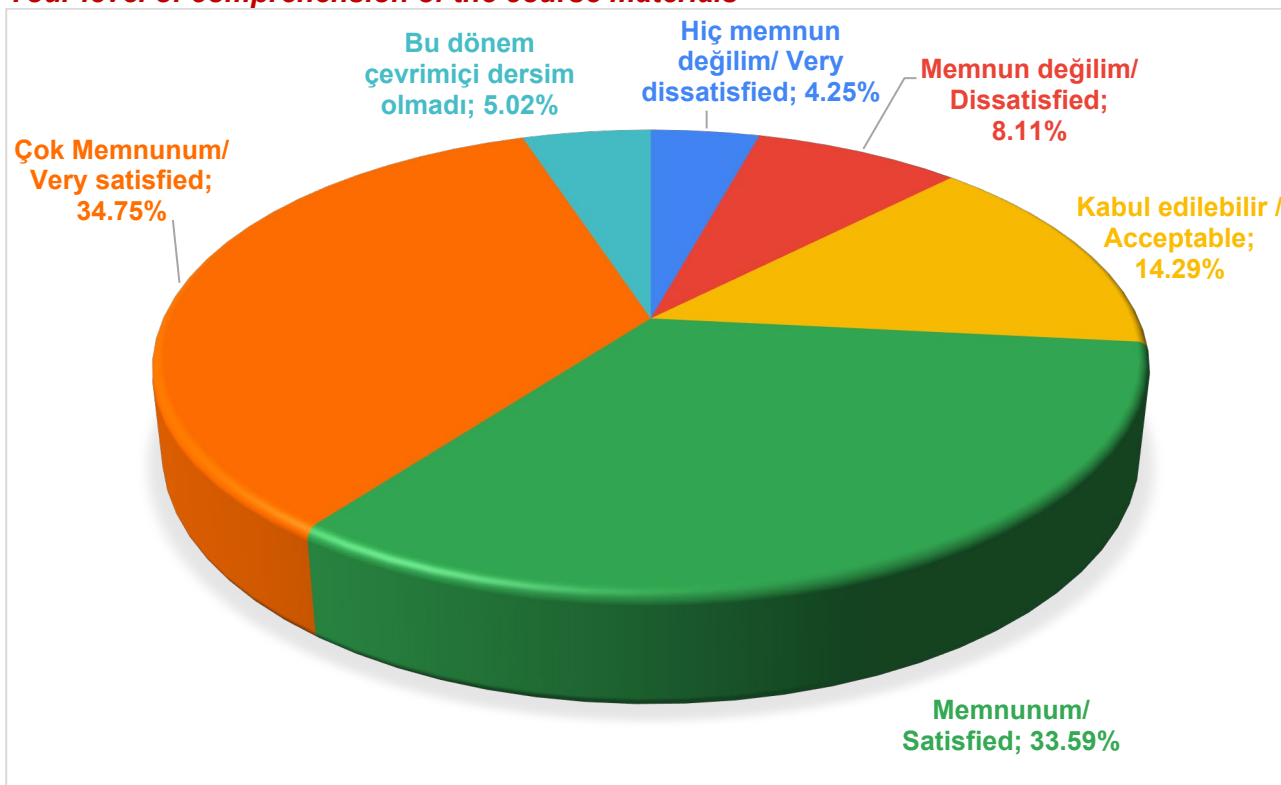
According to the graph, 26% of the participants stated that they were very satisfied with the interaction with other students. 29% were satisfied, 17% acceptable, 10% dissatisfied, and 7% not at all satisfied.

### Availability of course materials



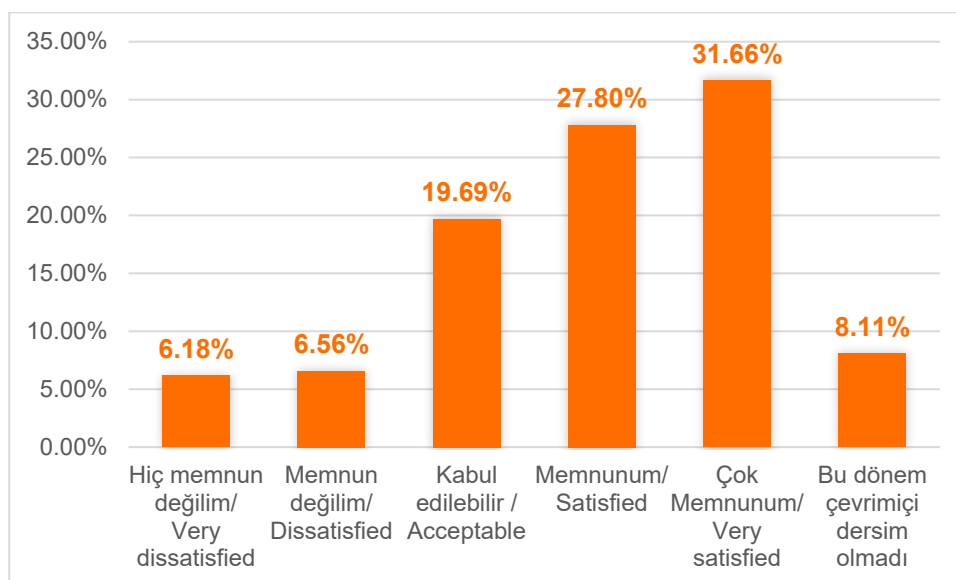
According to the graph, 38% of respondents are very satisfied with availability of course materials. 33% are satisfied, 14% said it is acceptable, 5% are dissatisfied and 5% are very dissatisfied.

### Your level of comprehension of the course materials



According to the graph, 34% of respondents are very satisfied with their level of comprehension of course material. 33% are satisfied, 14% said it is acceptable, 8% are dissatisfied and 4% are very dissatisfied.

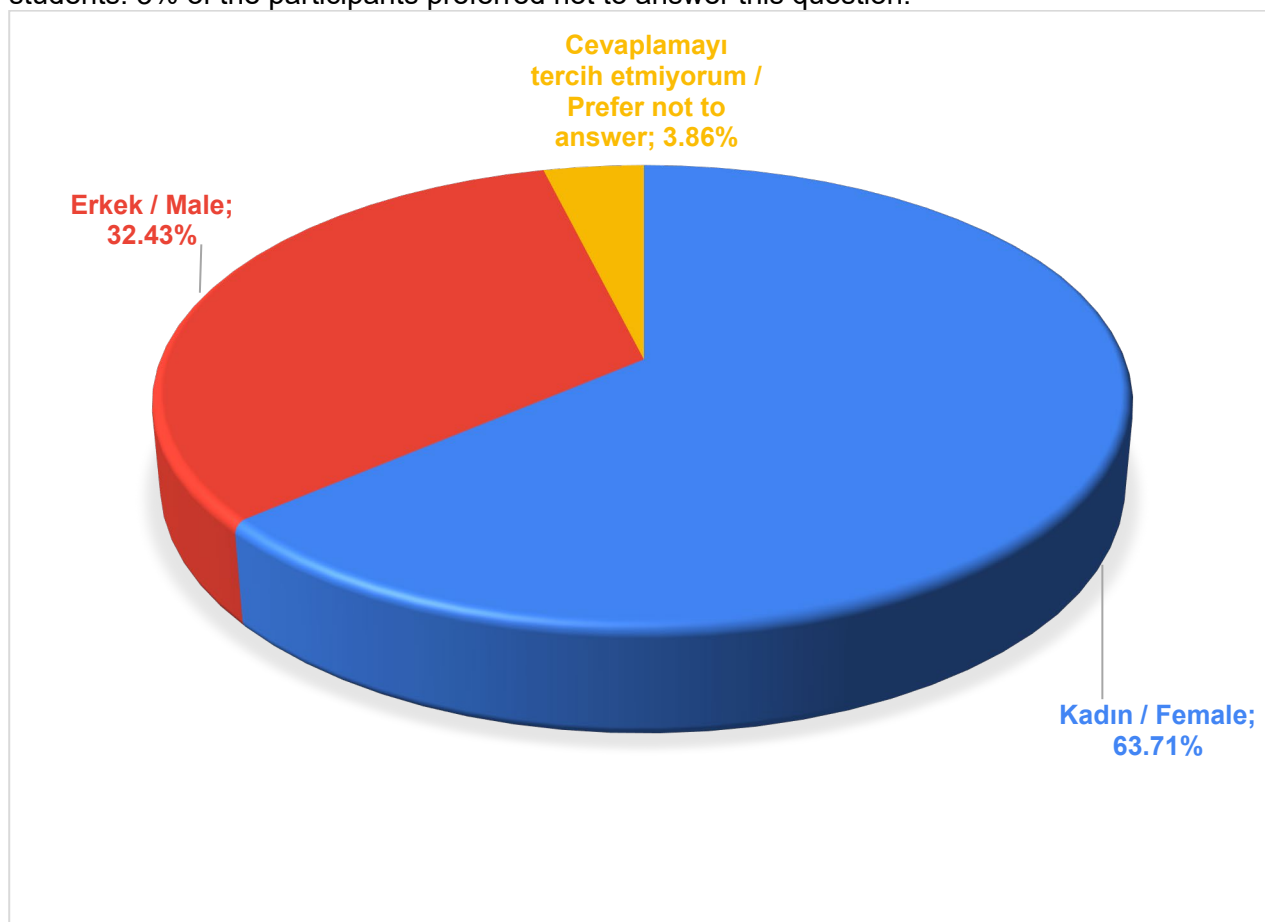
### Overall, your technology-enhanced online education experience



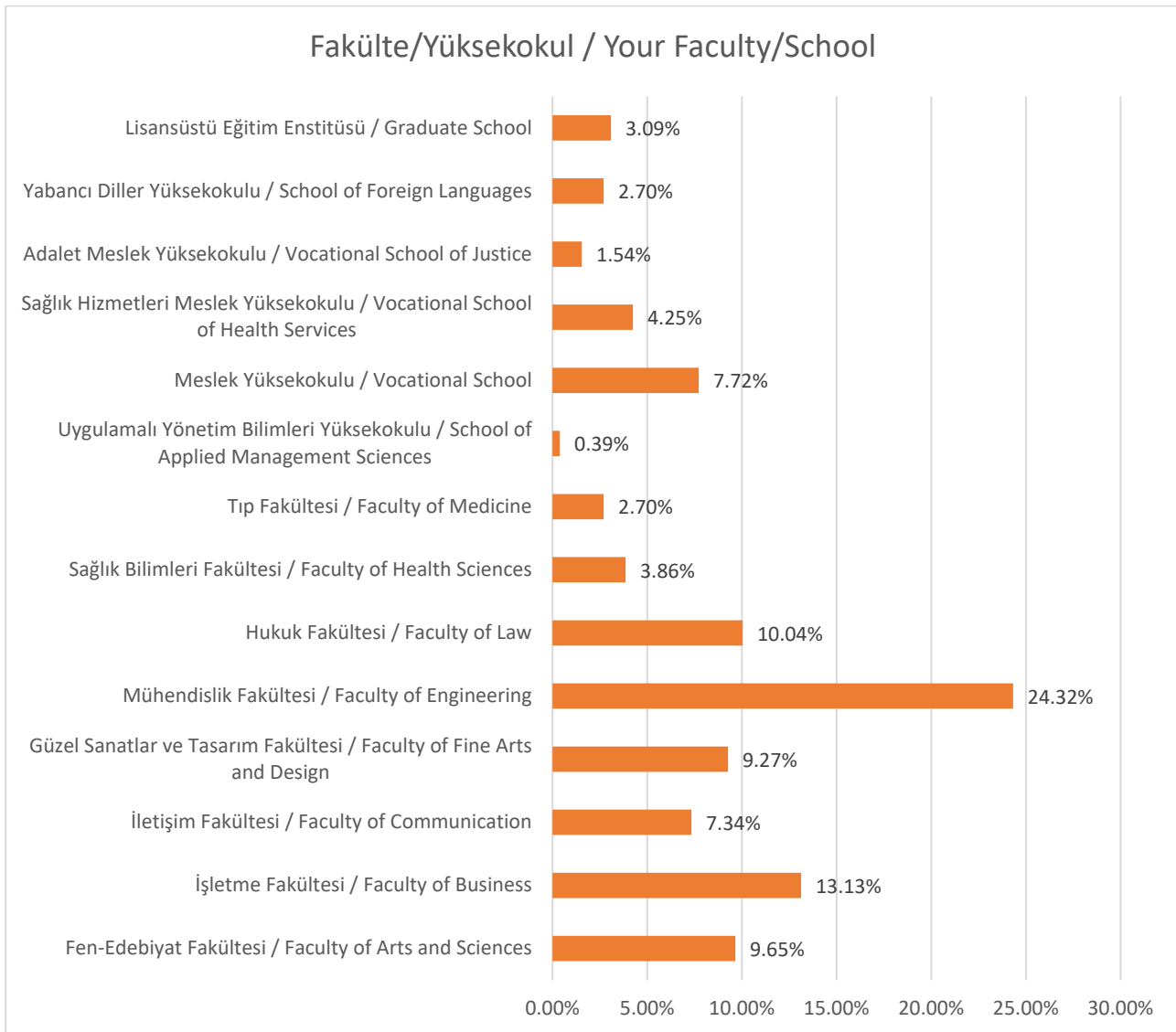
According to the graphic above, 31% of respondents are very satisfied. 27% are satisfied, 19% have the opinion that it is acceptable, 6% are not satisfied, and 6% are not satisfied at all.

## Gender

Of all students who answered the survey, 63% are female and 32% are male. There is a big difference between the number of female students answering the survey and the number of male students. 3% of the participants preferred not to answer this question.



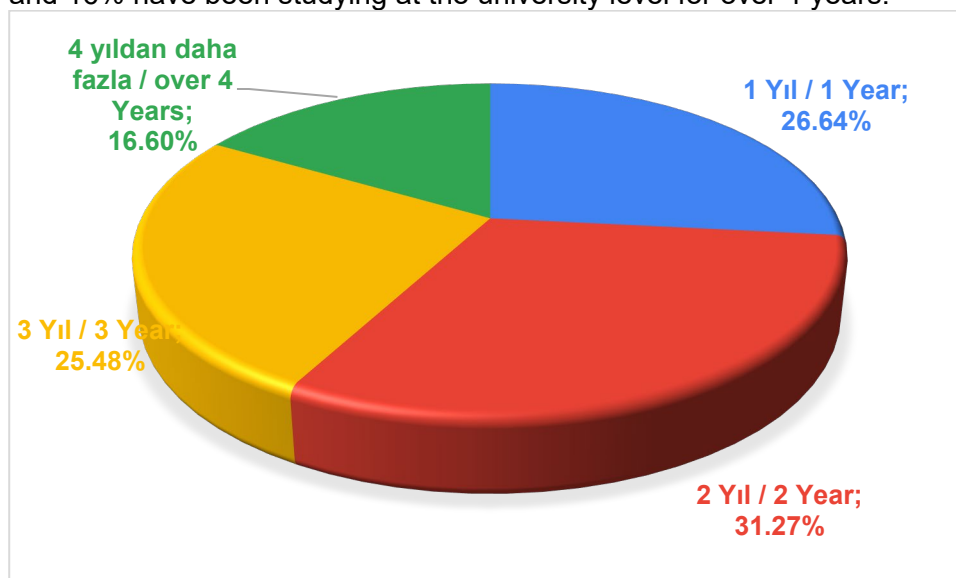
## Your Faculty/School



Of all students who answered the survey, 24% are from the Faculty of Engineering, 13% are from the Faculty of Business, 10% are from Faculty of Law, 9% are from Faculty of Fine Arts and Design and Faculty of Arts and Sciences. The faculties with the least number of participants were the School of Applied Sciences and the Vocational School of Justice.

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

According to the following graph, 26% of respondents have been studying at the university level for 1 year, 31% have been studying for 2 years, 25% of respondents have been studying for 3 years, and 16% have been studying at the university level for over 4 years.



### ***In which grade did you study in the 2023-2024 academic year?***

According to the graph below, 15% of the respondents are enrolled in the Preparatory Program, 35% identified themselves as freshman, 20% as sophomore, 12% as junior, 12% as senior, and 6% as graduate students.

## 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.

- *“Kullanımı çok kolay. İstediğim bilgilere kolaylıkla ulaşabiliyorum.”*
- *“Mobil uygulamaya duyurular güncel gelmiyor ve bildirim geç geliyor.”*
- *“Bence kullanışlı bir sistem. Ancak bazı öğretmenlerin kullanıp bazı öğretmenlerin kullanmaması biraz tutarsızlık oluşturabiliyor. OASIS üzerinden final notlarımızı göremediğimiz için bazı öğretmenler Blackboard üzerinden paylaşıyor ve bu faydalı oluyor. Genel olarak assignmentlarımızda çok fazla feedback verilmiyor ancak verilse çok etkili olacağını düşünüyorum.”*
- *“Ödev yüklemelerindeki ui arayüzü geliştirilerek kullanıcı deneyimi artırılabilir. (Yüklenen ödevin yüzde kaçının yüklendiğini gösteren bir ekran olması gerekli)”*
- *“Tüm derslerde notların hepsi OASIS'e girilmeden önce Blackboard'a girilirse sınıf ortalaması gibi istatistiklere ulaşmak öğrenciler açısından daha kolay olur.”*
- *“It's a worldwide popular education system. It's really beneficial for both students and lecturers. “*
- *“Blackboard sistemini kullanmaktan memnunum”*

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

- *“Hocalarımıza yaka mikrofonu temin edildiğinden beridir ses kalitesi çok düzeldi umarım bu şekilde devam eder.”*
- *“PANOPTO gerçekten faydalı bir yazılım ancak özellikle fiziksel tahta üzerinden işlenen dersler için görüntü kalitesinin ve ses kalitesinin gerçekten artırılması lazım.”*
- *“Görüntü kalitesi çok düşük olduğundan dolayı tahtaya yazılan yazıları göremiyoruz. Ayrıca hocaların sesi de çoğu zaman az ya da boşuk geliyor.”*
- *“It is easy to go back and learn something you did not understand during the lecture, and this is something that enhances your confidence in the exam and success in it.”*

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

- *“Panoptolar eğer hocalar tablete yazarak kayıt yapmazsa hiçbir işe yaramıyor asla anlaşılmıyor ve gözükmüyor ve bence her derste hem tahta hem bilgisayar hem de öğrenciler kaydedilmeli her derste ayrı ayrı seçiliyor ama ben hepsini görmek istiyorum bir de bence tüm hocaların panoptoları herkese açılmalı ve başka hocalardan da dersi dinleyebilmeliyiz”*
- *“I think the mobile app need some improvements because it doesn't work when I want to do my exam on my phone. I should be able to do my exams on my phone as well.”*