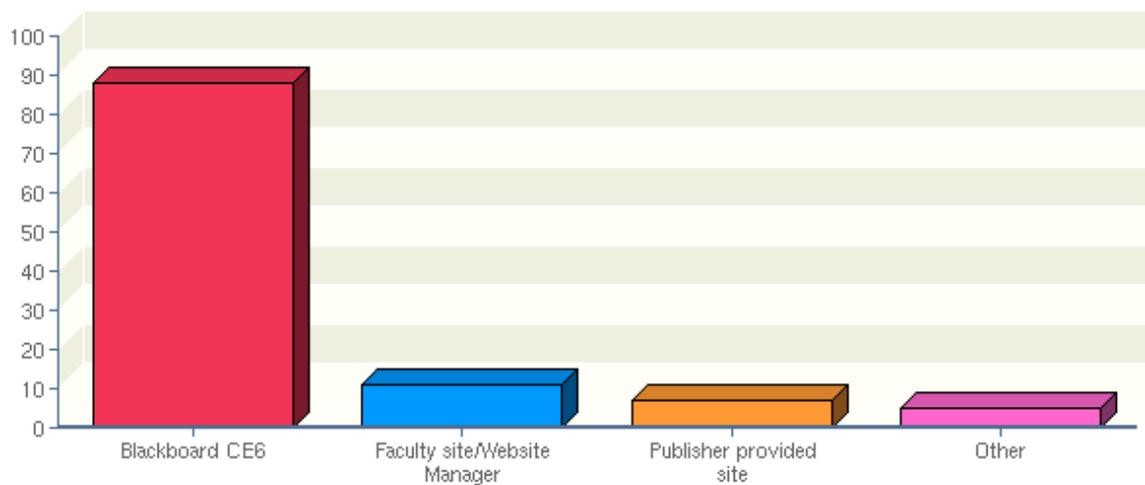


# LMS Study - Instructor Survey

February 25, 2008

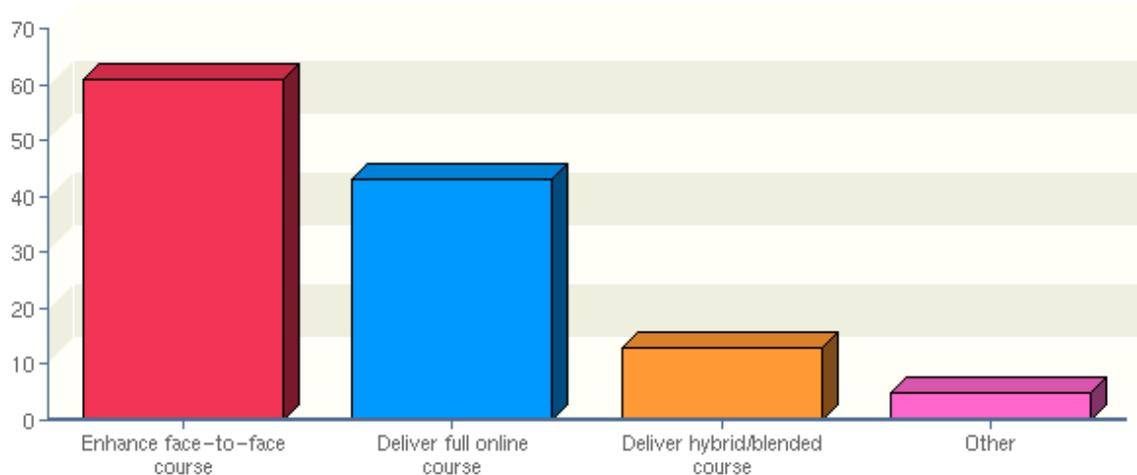
1. How do you deliver course materials online at Kirkwood?



Item	Count	Percent %
Blackboard CE6	88	91.67%
Faculty site/Website Manager	11	11.46%
Publisher provided site	7	7.29%
Front Page	1	1.04%
I don't	1	1.04%
myitlab	1	1.04%
MyMathLab	1	1.04%
SAM 2003 and SAM 2007	1	1.04%

Total responses to this question: 96

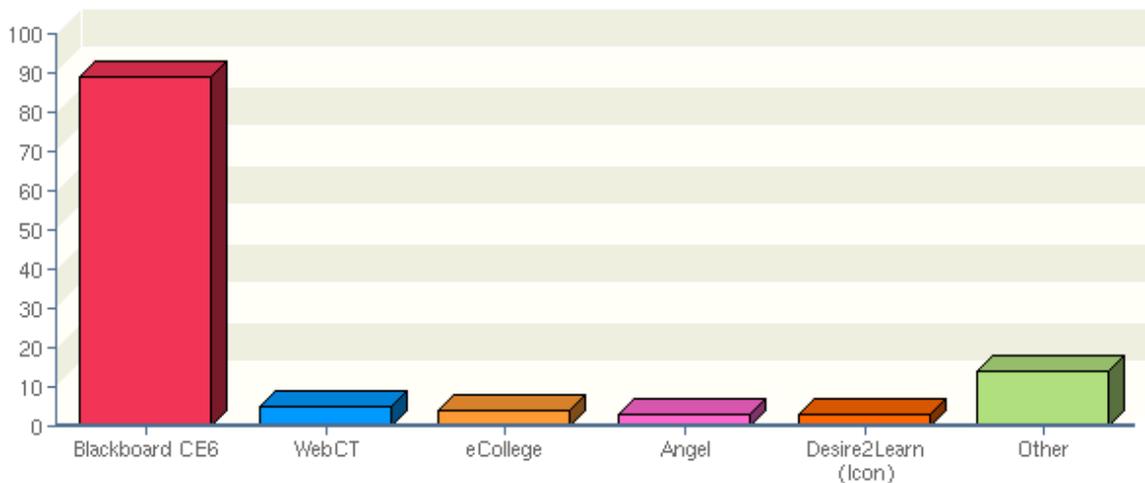
2. To what capacity are you currently using a Learning Management System (CE6 or publisher provided) in your courses?



Item	Count	Percent %
Enhance face-to-face course	61	63.54%
Deliver full online course	43	44.79%
Deliver hybrid/blended course	13	13.54%
grades and mail	1	1.04%
I do not' use the system	1	1.04%
I'm not	1	1.04%
none	1	1.04%
Use with Academy teachers in HS	1	1.04%

Total responses to this question: 96

## 3. As an instructor/designer, which Learning Management System(s) do you have experience using?



Item	Count	Percent %
Blackboard CE6	89	92.71%
WebCT	5	5.21%
eCollege	4	4.17%
Angel	3	3.13%
Desire2Learn (Icon)	3	3.13%
none	2	2.08%
WebStudy	2	2.08%
Caroline	1	1.04%
former WebCT and ICON (Ulowa's online course site)	1	1.04%
I don't believe I use these	1	1.04%
I had a training in Blackboard but I rarely use it	1	1.04%
ICON	1	1.04%
in-house systemes developed at Mt. Mercy, U. of WI, and U of MI	1	1.04%
myitlab	1	1.04%
Perception	1	1.04%
Regular/original Blackboard	1	1.04%
web-ct	1	1.04%

Total responses to this question: 96

4. Please rank the following criteria that might be used to evaluate competing LMS in order of importance. 

Value	1	2	3
Open-source			7
Cost		4	7
Easy to use for students	22	34	18
Reliability	33	28	14
Feature set (Tools, etc.)	30	11	26
Intuitive user interface for instructors	9	17	22

Value	4	5	6
Open-source	9	16	62
Cost	10	56	17
Easy to use for students	10	6	4
Reliability	16	3	
Feature set (Tools, etc.)	21	5	1
Intuitive user interface for instructors	28	8	10

Total responses to this question: 94

5. Please rate the importance of these LMS synchronous (live) communication features. 

#### Importance

Item	1	2	3
Chat	46.4%	17.9%	27.4%
Whiteboard	50.6%	19.5%	15.6%
Audio conferencing	59.0%	19.2%	11.5%
Video conferencing	57.0%	20.3%	12.7%
Instant Messaging (e.g. Who's Online)	40.2%	22.0%	12.2%

Item	4	5	Total Stars
Chat	4.8%	3.6%	84
Whiteboard	11.7%	2.6%	77
Audio conferencing	9.0%	1.3%	78
Video conferencing	6.3%	3.8%	79
Instant Messaging (e.g. Who's Online)	13.4%	12.2%	82

6. Please rate the importance of these LMS asynchronous (recorded) communication features.

Importance

Item	1	2	3
Discussion/Forum Board	23.3%	5.6%	20.0%
Blog	44.3%	19.0%	19.0%
Internal Mail	14.3%	9.9%	11.0%
Audio recording	40.5%	16.5%	20.3%
Announcements	6.5%	4.3%	15.2%

Item	4	5	Total Stars
Discussion/Forum Board	17.8%	33.3%	90
Blog	10.1%	7.6%	79
Internal Mail	7.7%	57.1%	91
Audio recording	13.9%	8.9%	79
Announcements	20.7%	53.3%	92

7. Please rate the importance of these LMS administration features.

Importance

Item	1	2	3
Student tracking	3.2%	7.5%	7.5%
Course migration/copy	3.3%	4.3%	13.0%
Students automatically enrolled	2.2%	(N/A)	5.4%
Search within course	11.6%	11.6%	26.7%

Item	4	5	Total Stars
Student tracking	17.2%	64.5%	93
Course migration/copy	15.2%	64.1%	92
Students automatically enrolled	17.2%	75.3%	93
Search within course	18.6%	31.4%	86

8. Please rate the importance of the following LMS instructor features.

Importance

Item	1	2	3
Grade book	2.2%	3.2%	7.5%
Group work	28.1%	19.1%	24.7%
Goals, objectives	16.1%	21.8%	27.6%
Anti-plagiarism integration (e.g. SafeAssign)	16.5%	12.9%	25.9%

Item	4	5	Total Stars
Grade book	4.3%	82.8%	93
Group work	6.7%	21.3%	89
Goals, objectives	18.4%	16.1%	87
Anti-plagiarism integration (e.g. SafeAssign)	23.5%	21.2%	85

9. Please rate the importance of these LMS production features.

Importance

Item	1	2	3
Quizzes, Tests	12.4%	5.6%	4.5%
Assignments	4.4%	4.4%	9.9%
Student portfolio	36.9%	16.7%	27.4%
Wiki	54.2%	25.0%	15.3%
Respondus publishing abilities	48.6%	8.3%	20.8%
E-packs	42.5%	11.0%	12.3%
Publisher test banks	30.9%	7.4%	17.3%

Item	4	5	Total Stars
Quizzes, Tests	19.1%	58.4%	89
Assignments	11.0%	70.3%	91
Student portfolio	9.5%	9.5%	84
Wiki	5.6%	(N/A)	72
Respondus publishing abilities	9.7%	12.5%	72
E-packs	13.7%	20.5%	73
Publisher test banks	8.6%	35.8%	81

10. Please rate the importance of these LMS organization features.

Importance

Item	1	2	3
Calendar	6.8%	6.8%	13.6%
Goals, Objectives	16.7%	16.7%	25.0%
Content, learning modules	5.6%	6.7%	12.4%
Media Library (e.g. glossary)	25.3%	13.3%	22.9%
Link Repository (e.g. web links)	16.3%	4.7%	24.4%

Item	4	5	Total Stars
Calendar	13.6%	59.1%	88
Goals, Objectives	17.9%	23.8%	84
Content, learning modules	14.6%	60.7%	89
Media Library (e.g. glossary)	16.9%	21.7%	83
Link Repository (e.g. web links)	23.3%	31.4%	86

Appendix 1: Please list any other criteria that would be important for LMS evaluation.

Open Text Responses:
It's flexibility in design, so that it can be used for various purposes, not limited to traditional ways of delivering content.
Current investment in learning CE6 (knowledge of system)
Although reliability, cost, and open-source are important, for a faculty member they are less important.
I want a rich platform with effective communication tools, ready access gradebook like CE6/WebCT--I like its ease of downloading into Excel spreadsheet and calculator, ease of course building. Faculty/designer must be in charge and able to initiate and build courses with training and a guru available to help with glitches. I think levels of complexity are necessary so faculty can start simple and build the offerings for a course. This generation of students has grown up with technology but many are still very dense about managing course activities. The processes must be explainable because instructors often act as tech support the first weeks of any online class.
A grade book that more closely resembles MS Excel
The new platform should be adaptable so that the inclusion of graphics, formatting, and layout (preferably via HTML) can be utilized. Since Internet usage is a highly visual medium, I would like to know that I can integrate graphics and other elements to format the site to my course and material. Standardization is a good thing, but creative flexibility is a must
Slowness or speed of interaction (do we need more server capacity?). Ease of initial log-in.
An attentive help desk to assist students with technical problems is very important.
helpfulness of support provided by company. I've had many issues with CE6 that boiled down to 'we don't know why it did/does that.' I don't think program inconsistencies should be accepted to the level that I've dealt with them this year
speed
flexibility
A "full feature" gradebook that does not need to go to the server after each entry/change would be nice.
Test Bank building. There has to be an easier way to enter in test questions then one at a time. It is very time consuming
Availability of textbook publisher textbanks, e-packs, and other tools that can be used in the particular LMS. I create all of my exams in a computerized testbank provided by the textbook publisher, and the testbank software allows me to save the exam in CE 6 format. That makes exam creation much less of a hassle. The same goes e-packs and other learning tools that go along with the textbooks.
Instant messenger, compatibility with Respondus, capability to upload material using My Network, One that won't take alot of redo if we move to a different system.
Within Feature set, have an easy-to-use group feature in which groups could be assigned and group members could evaluate their peers. Maybe this is already a feature of CE6; I don't know.
Expanded Gradebook feature that totals overall scores with or without extra credit.

Open Text Responses:
I am not sure what open source means.
Ability to easily exchange registration, attendance, grading, and other information with registrar, department, etc.
I don't know anything about cost or open-source. I'm comfortable with it, but know there is more to learn. Student seem to have a lot of troubling using e-mail, but they have NOT gone through the Orientation or contacted the Help-Desk. This is very frustrating to me. Would it be possible to Require students go through the Orientation before they are able to Log-in to the class? Sort of like they are required to watch the video and answer questions about student loans before Financial Aid disperses their loan?
Time saver
user-friendliness!!! how many times you have to click
CE6 is not very user friendly at all. I find it difficult and cumbersome to get things done. Also, it is not very flexible in its application. The university of Iowa's ICON (sp) is much simpler and easier to use.
I don't know what Open Source is so, while it may actually be very important, it is rated lowest

Total responses to this question: 24

Appendix 2: Please share any additional information that may be helpful in evaluating our current and future LMS at Kirkwood.

Open Text Responses:
If there could be away to make it so students emails were automatically attached at the bottom of emails to the instructor that would be awesome.
Angell!!!
I still have students using dial-up modems so the less cumbersome the better. Reliability is key. I would be content using what is supplied by a publisher IF students wouldn't be charged to re-enroll the next semester if needed. Ideally I'd like something where students could work offline or online such is provided by Hawkes Learning Systems.
Fewer steps in using any of the features (such as Calendar) would be helpful. Speed in setting things up interests me most.
I plan to implement more features, but need to learn more about them. The potential needs to be considered in addition to the current usage.
If there is a change, I don't think changes should be very frequent. There is an investment by instructors in learning the current system and a cost time and energy that needs to be considered with every change.
I encourage Kirkwood to continue using CE6, especially since most faculty just got through the transition from WebCT and are just learning the features of CE6. Switching again would be extremely frustrating to faculty who already dont' have enough time.
I was very satisfied with webCT, however the Blackboard CE-6 is also a great system. It can do more things, but I do not really use them very much. I would recommend going with whichever system is more cost effective for the college. My courses I teach are technical courses and rely heavily on the testing portion of the course, and the web site assignments of the course and the web mail to turn in assignments. Then ofcourse the gradebook where the exams go automatically and also where I input individual grades. This is what I need from the system and both systems do well for my needs.
Very difficult to use - too many steps to do anything.
I like CE6, but have not used a lot of these systems. It is an improvement over WebCT. I just think that some of the functions are duplicated in the menus and can get confusing on where you can change options (as designer or as teacher).
When searching for new sources, it might be beneficial to have some of the instructors test out different systems before making final selections.
I have liked using Blackboard, I find it relatively easy to use as well as the students have verbalized this.

## Open Text Responses:

I put reliability as my highest priority. The system must stay up for frantic students studying at all times of the day and night. Students and faculty stress skyrockets when the system goes down.

That said, Kirkwood must think very carefully about transitioning yet again to another delivery system. Building and maintaining effective courses is very time consuming and grading is so much more time consuming than live courses so asking faculty to transition again would be a huge strain. There may be some techies who are aching for something else they have had experience with or something new to play with but some of us just want to teach our subject and mastering all the technical gimmickery is just a chore that takes away from teaching.

Migration issues should be considered. I think open source solutions should be strongly considered.

I have used webct and then blackboard for many years. I have gone from a real supporter of the program to I hate to use it and have my students use it. It is a big disappointment at this point and has almost become useless to me.

I find the Blackboard/CE6 set up to be very good. My frustrations with using the eLearning system at Kirkwood as an enhancement to my class has to do with implementation issues more than which system is used. I have several students who can't log in at this point of the semester despite calls to IT. At times, the system is so bogged down and slow that it takes 30 minutes to take a ten question multiple choice quiz. I have had times when I could not get files uploaded for several days because the system would simply hang, while at other times, similar files worked just fine. It is possible that we need to invest in more server capacity?

Overall, I've been pretty satisfied with CE 6 and the assistance students receive. I think my overall student retention is better because of the standard platform we are using. I would just emphasize the continued importance of providing technical support for students and faculty.

I won't be excited about having to switch all my course materials for a second time without pay if we change systems, but also am not happy with some aspects of CE6. I love the enhanced student tracking (vs old WebCT), but don't like the loss of some simple features (i.e. you can't mark an individual mail message as unread...it's all or none)  
After an assignment is due - the program dumps the missed assignments into my submitted box in different formats...we cant' figure out why or how to clean it up but it's a pain every time I go there. i've also had more problems with individuals class bugs....loss of mail facilities, or inability to attach items for some students but not all. The testing programs change student answers (I've seen it once myself but haven't figured out how to force it to happen). It's problems like these I never dealt with inwebCt that are frustrating with CE6.

I have no experience with "Respondus publishing"--should I?

The main problem I have with CE6 is that the default setup is much more complex than I need, and this adds to the frustration and confusion (and time) of trying to figure out how to do what I don't need or want to do. This is most problematic with the grade book. It would be best to have a system with a simple initial setup that instructors could add to as they need.

## Open Text Responses:

I like the flexibility that CE6 has offered. It has more tools and interconnectivity and visibility for instructors to share with administration and students if necessary.

Thanks,  
Darrel

Very simple, it should be very user friendly on both sides.

This is my first semester using CE6. I haven't had much experience with this program yet. What experiences I'm having have been positive.

Take a look at eCollege.

Ease of transition from CE 6 is important as it seems that we just went through the process of transitioning from WebCT 4 less than a year ago. It is a lot of work to move courses to a new system. Anything that can ease the move would be appreciated.

I use many of the features of the current program and I am fairly satisfied with the program. I would hate to go to another product only to find out that all the features aren't easily figured out and not as good as CE6. I teach at another college and we are using CE6 for our supplements as well as online and it has gone better than expected.

Make sure it's a system that is easy to load and easy to use. Most of my students complain that CE6 is way too slow. They are used to using a Google-type interface and they see the sluggishness of CE6 as a waste of time and a source of frustration. In addition, titles like "Learning Modules" confuse my students. Since every other category, e.g., syllabus, assignments, calendar, uses a term that they understand, relating "Learning Module" to lectures is a bit of a challenge for some.

Great tool. Expands our capacity in content and quality for students.

External e-mail capability would be great--the ability to send e-mail to students' Kirkwood accounts from within the LMS, either to one student at a time or to all of them. Intuitive, easy interfaces are really important, too. Also, it would be helpful if some standard Gradebook calculations were available. In other words, rather than always having to type in a formula, I'd like the Gradebook to automatically sum the points a student has earned and calculate what percentage that is of the total possible. Mt. Mercy's iCampus system does that automatically, and it's very helpful.

So far WebCT/CE6 have offered many of the features/tools I am looking for, but I am frustrated with the lack of user-friendliness of many of the features such as Grade Book.

I am also frustrated that students appear on my roster who are not attending my class and I have no way to remove them. Likewise, when students get deregistered, they fall off my roster making it impossible for me to award any points or grades for assignments already completed.

One of the chief problems I've noticed with this system is its unreliability. Too many system error problems when sending internal email and shut down times during the semester.

I like the ease of use of CE6; only problems have been with MicroSoft Office 7, and other compatibility issues; students need to be constantly reminded to turn off pop-up blockers ("The syllbus won't open for me, even on campus.", etc.)

I use the system to enhance f-t-f courses; it greatly reduces my paper "load" by allowing me to post most handouts.

Open Text Responses:
I would like to be able to integrate video/DVD segments into an online course, other than those provided with course packets.
Students need to be prepared and have the technology skills needed for a total online course. If not, they MUST go through the Online Orientation and be willing to follow-up with the Help Desk if they still have problems (in that order, preferably). I get many e-mails from students that are sent to my regular Kirkwood e-mail, saying the Blackboard e-mail doesn't work. I always suggest they go through the orientation and/or contact the Help Desk. Some do, some don't.
I felt it was user friendly - after I got some individualized help from Alan Peterka.
I think whatever we use it should enhance education (I think this system does) because as an instructor I want to focus on content.
I like using the system to enhance my course. Wish I had more time to learn how to use more of the features we have.
The only I get frustrated about is how slow the system moves.
I'm just learning to use CE6. I like the test, but have never been able to get the short answer to work. Also, the weighted grades don't seem to work.
Need to log the chat room.
I would like to be able to send an e-mail to all the students enrolled in my CE6 courses that would go to their Kirkwood e-mail account. The students would not have to get into their CE6 account to receive the e-mail.
Have you looked at Microsoft SharePoint? It is used in businesses, similar to CE6 - to share documents, work together, etc.
Bob Walker
I use gradebook. I would prefer that all students be shown instead of requesting (adding another click) to get the entire list of students.
We need more training in Iowa City Campus.
The current program has not been as reliable as desired. I have students open and use a sample quiz prior to opening and completing the timed quizzes, and have had several problems with CE6 not saving their answers and then timing out without them being able to save.
I have used regular/original Blackboard for years and I find it much more user friendly and easier to use than CE6. It is easier to manage files and just regular text entries, and to upload mp3 files. I liked in Blackboard that I can attach a file to a text entry. I really don't like that CE6 has an internal mailing system and emails do not go out automatically to students' email account. It seems to me you have to do much more clicking in CE6 and wait for the page to re-load. I used much more features in Blackboard and I feel limited in CE6.
Still have some technical problems with logging on and the system denying access. The helpdesk folks help a great deal in this area, but it's still frustrating.

Total responses to this question: 43