

Blackboard Faculty and Student Survey Report: Fall 2002

Background and survey implementation

Blackboard has been in use at Duke since Fall 1999. The software version in use during the Fall 2002 semester was Blackboard 5.5, level 3 (Enterprise Edition). As part of an ongoing initiative to obtain user feedback about Blackboard and our Blackboard support services, faculty and students using Blackboard were surveyed about their use of Blackboard in Fall term (December) 2002. The Blackboard user surveys were assessments in Blackboard course sites (one for faculty and one for students). Individuals who were instructors, TAs, graders or course builders in any Blackboard course site in Fall 2002 were added to the faculty course site; students in course sites were added to the student course site. A general announcement in a Blackboard portal module used for that purpose drew user attention to the survey/course availability. A total of 60 faculty (5.6% of 1,063 possible) and 637 students (7.6% of 8,361 possible) took the survey.

Summary of key results

- All students responded that at least one-quarter of their classes used Blackboard this semester, and for about half of the students, Blackboard was the only method of presenting online course materials (if there was no Blackboard site, for a class, there was no site at all).
- Students typically login to their Blackboard sites 3-5 times/week, or more, most often through the Duke public clusters or their office or dorm room.
- 59% of students expect their courses to have course web sites, and an additional 34% don't expect but appreciate having a course site.
- Students and faculty reported the most commonly used Blackboard features were content posting (announcements, course documents, instructor information), collection of links, and online gradebook.
- More than 50% of faculty reported a positive impact of automatic course creations in Blackboard, new this semester.
- About 95% of faculty and students ranked Bb as easy to use
- 56% of students and 69% of faculty said Bb was beneficial to student learning.
- 73% of students and 83% of faculty said Bb was beneficial in helping them manage their class work
- 92% of students and 95% of faculty reported being satisfied with Blackboard.

Additional comments, feedback and suggestions

Faculty mentioned wishing there were easier ways to cross-link between Blackboard items, commented that the drop box is very slow and unintuitive, the user interface in general is mouse-heavy (requiring too many clicks), and mentioned problems or confusion in using the online gradebook. Several faculty mentioned wishing the site could easily handle multiple course sections.

Students liked that Blackboard was a central resource listing all their courses in one place, they liked easy access to their course materials, assignments and announcements on-demand to help manage and track their coursework, and appreciated being able to check grades online. Some things they didn't like include printing out readings, the fact that many courses posted only basic course information and never updated that during the semester, that the online communication tools are seldom used, and that unused course sections were left available (made it hard to find things within a course), and that courses from previous terms weren't made unavailable at the end of the term (cluttered the My Courses list). The most common student complaint was that more courses didn't use Blackboard, or use it more fully..

Student comment:

The use of Blackboard shows that my classes extend outside the confines of a classroom; that is cool.