My Report

Last Modified: 09/30/2015

1. College or Area of Study

#	Answer	Bar	Response	%
1	College of Arts and Sciences		35	39%
2	College of Business and Public Administration		6	7%
3	College of Education and Human Development		12	13%
4	School of Aerospace Sciences		2	2%
5	College of Engineering and Mines		6	7%
6	School of Geology & Geological Engineering		0	0%
7	School of Law		2	2%
8	School of Medicine and Health Sciences		9	10%
9	College of Nursing and Professional Disciplines		10	11%
10	Office of Extended Learning (previously Continuing Education)		0	0%
11	Undecided		0	0%
12	Other		7	8%
	Total		89	

Other

Statistic	Value
Min Value	1
Max Value	12
Mean	4.28
Variance	13.75
Standard Deviation	3.71
Total Responses	89

2. What course/organization sites are you using? (Check all that apply)

#	Answer	Bar	Response	%
1	Traditional (on-campus)		67	74%
2	Blended (combination of alternating classroom and online activities)		14	15%
3	Hybrid (online & on-campus students)		12	13%
4	Online & Distance Education (credit - semester based & open enrollment)		33	36%
5	Non-credit or certificate courses		2	2%
6	Committees, groups and organizations		18	20%
7	MyAdvisor		5	5%
8	Other (please specify)		1	1%

Other (please specify)
not sure where my training would be categorized - it is used for employee training

Statistic	Value
Min Value	1
Max Value	8
Total Responses	91

3. Please indicate your satisfaction with the support resources.

#	Question	Satisfied	Not Satisfied	Did Not Use	Total Responses	Mean
1	Email (UND.techsupport@UND.edu)	68	3	21	92	1.49
2	UND Tech Support (777-6305)	68	5	19	92	1.47
3	LiveHelp Chat	31	3	57	91	2.29
4	techsupport.UND.edu (web page & knowledgebase)	37	3	49	89	2.13
5	Blackboard Faculty Resource Site	49	7	36	92	1.86
6	Adobe Connect Pre-flight Checks (online courses only)	10	1	77	88	2.76
7	Service Desk (Memorial Union)	16	2	71	89	2.62
8	One-on-one consultation with CILT staff	45	1	44	90	1.99
9	Online tutorials/user manual (YouTube, Atomic Learning, etc.)	32	3	54	89	2.25
10	Workshops	25	2	63	90	2.42
11	Teaching with Technology Tips - email	45	0	45	90	2.00
12	CILT Connection Newsletter	35	0	55	90	2.22
13	Tech Trends Forums	10	0	79	89	2.78
14	Peer/Department Support	47	4	39	90	1.91
15	Learned on my own or did not need help	56	5	26	87	1.66
16	NDUS Help Desk (777-6305, press 1)	42	3	43	88	2.01

Statistic	Email (UND.techsupport@UND.edu)	UND Tech Support (777-6305)	LiveHelp Chat	techsupport.UND.edu (web page & knowledgebase)	Blackboard Faculty Resource Site	Adobe Connect Pre-flight Checks (online courses only)	Service Desk (Memorial Union)	One-on-one consultation with CILT staff	Online tutorials/user manual (YouTube, Atomic Learning, etc.)	Workshops	Teaching with Technology Tips - email	CILT Connection Newsletter	Tech Trends Forums	Peer/Department Support	Learned on my own or did not need help	NDUS Help Desk (777-6305, press 1)
Min Value	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Max Value	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
Mean	1.49	1.47	2.29	2.13	1.86	2.76	2.62	1.99	2.25	2.42	2.00	2.22	2.78	1.91	1.66	2.01
Variance	0.71	0.67	0.90	0.96	0.91	0.41	0.60	1.00	0.92	0.81	1.01	0.96	0.40	0.96	0.83	0.98
Standard Deviation	0.85	0.82	0.95	0.98	0.96	0.64	0.78	1.00	0.96	0.90	1.01	0.98	0.64	0.98	0.91	0.99
Total Responses	92	92	91	89	92	88	89	90	89	90	90	90	89	90	87	88

4. Please comment on your experience.

Default - Email (UND.techsupport@UND.edu)
Comments (optional)
rarely, but helpful
My email was deactivated midsemester
I would really prefer a different scale of measurement, perhaps a 1-5 scale, because I am not totally satisfied this semester, but am more satisfied than not.
all help asked for was quick and effective
eudora was better

Default - UND Tech Support (777-6305)
Comments (optional)
These folks are wonderful. I call often and everyone is helpful and pleasant.
UND Tech support always helpful!
Very helpful and prompt!
Occassionally hard to explain the problem to, but once we get on the same page resolution is very quick.
excellent support
I contacted CILT for help the night before Thanksgiving, nobody answered
Always helpful.
Helpful after hours for room access and tech support
Wish BB support was available on weekends when I am working in it.
all help asked for was quick and effective
longer Saturday hours desired
Super-satisfied - always willing and able to help students with access.

Default - LiveHelp Chat
Comments (optional)
I really like this option, it has been very helpful to me.
Nice feature, but not always ideal since it requires synchronous communication which, as an instrucutor, I don't always have time for.

Default - techsupport.UND.edu (web page & knowledgebase)
Comments (optional)
Typically speaking, it doesn't have enough technical information to be super useful.

Default - Blackboard Faculty Resource Site
Comments (optional)
Interface is increasingly dated, nonintuitive, clunky!
Like most of Blackboard, it tends to be too unreliable to trust.

Default - Adobe Connect Pre-flight Checks (online courses only)
Comments (optional)
my students tell me they cannot get a preflight scheduled for more than a week, during the middle of the semester
Will look into this

Default - Service Desk (Memorial Union)
Comments (optional)
Computer was serviced and returned without virus protection.

Default - One-on-one consultation with CILT staff
Comments (optional)
Very helpful people. They never make me feel like I'm "bugging" them.
Was an outstanding way to get started teaching on-line. Made all the difference in a smooth transition.
CILT services are always top notch!
The problem eventually gets fixed
GREAT help!!!!
Very excellent
most beneficial service!!!!
Very knowledgeable. Jane Sims is awesome!
very helpful

Default - Online tutorials/user manual (YouTube, Atomic Learning, etc.)
Comments (optional)
I have a hard time following them. I learn by reading, so they aren't that helpful to me.

Default - Workshops
Comments (optional)
-

Default - Teaching with Technology Tips - email
Comments (optional)
Valuable
Occasional interesting tidbits, non-intrusive
don't always get to read these :(

Default - CILT Connection Newsletter
Comments (optional)
Occasional interesting tidbits, non-intrusive.

Default - Tech Trends Forums
Comments (optional)
-

Default - Peer/Department Support
Comments (optional)
JDO Help desk is great! They help me out right then and there or they send someone over within an hour!!

Default - Learned on my own or did not need help
Comments (optional)
does not fit with the rest of list
Don't have time to learn blackboard - a co-worker and I tried for 3 mins without any luck!
I needed help... couldn't do it on my own.
unsure how to answer this, I learned some on my own, and needed help in other areas.
n/a
what an odd question to ask whether I was satisfied..with myself??
No sure how to answer this. Some things I learned on my own and for other things I asked for help.

Default - NDUS Help Desk (777-6305, press 1)																
Comments (optional)																
Tend to be rather rude and won't transfer you to UND Tech Support when appropriate																
longer Saturday hours desired																
all request except one were promptly resolved																

Statistic	Email (UND.techsupport@UND.edu)	UND Tech Support (777-6305)	LiveHelp Chat	techsupport.UND.edu (web page & knowledgebase)	Blackboard Faculty Resource Site	Adobe Connect Pre-flight Checks (online courses only)	Service Desk (Memorial Union)	One-on-one consultation with CILT staff	Online tutorials/user manual (YouTube, Atomic Learning, etc.)	Workshops	Teaching with Technology Tips - email	CILT Connection Newsletter	Tech Trends Forums	Peer/Department Support	Learned on my own or did not need help	NDUS Help Desk (777-6305, press 1)
Min Value	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Max Value	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Responses	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

5. What other support resources would you find helpful to receive? (example - newsletters, workshops, webinars)

Text Response
n/a
CILT is always helpful.
video training or in person training for new faculty
Longer support hours.
A user-friendly program instead of the indecipherable, unworkable crap we now use. The more one tries to use Blackboard the less well it functions.
It would be nice to have a discount for computer/printer purchasing. It is required for my employment with UND, but there isn't any support to purchase this equipment.
Satisfied with current resources
Atomic Learning training at the law school.
I haven't used the atomic learning but will try during winter break or next summer. Haven't scheduled the time.
Webinars would be helpful cause hopefully you could do it when you had time to listen to it, if you registered for it and couldn't make the time it was being presented.
The Blackboard is easy enough to understand; atleast for laboratory courses.
Continue to do more of the support workshops/seminars, etc... I think CILT is doing a good job with educational efforts.
workshops
none
It would be really nice to have information on what is required to change a classroom specification and if there is any help for the process --> http://und.edu/academics/cilt/classroom-services/classroom-specs.cfm There is a lot of need for wireless mics and pen pointing technology on this side of campus, but no information on how to request these things.
honestly, I think CILT should consider getting CANVAS and ditching Blackboard. It seems so much better.
I feel there is a wide variety of services offered - finding the time to use them is more of my issue than what has been offered.
Useful programs geared to users, not IT professionals. Users, not IT professionals, should choose programs to be used.
Blackboard help webpages
I like to attend workshops. Can be difficult to schedule a time due to conflicts, so would be nice if information could be archived for future use.

Statistic	Value
Total Responses	20

6. How did you learn about services offered by the Center for Instructional & Learning Technologies (CILT)? (Check all that apply)

#	Answer	Bar	Response	%
1	Flyers		12	13%
2	Email		63	69%
3	Website		46	51%
4	Department visit or event		14	15%
5	CILT Connection Newsletter		15	16%
6	Social Media (Facebook, Twitter)		0	0%
7	Colleagues		42	46%
8	U-Letter		14	15%
9	UND Calendar		4	4%
10	Other (please specify)		10	11%

Other (please specify)
i know someone who works there.
students
CILT visit to our department
30 years at UND
New Faculty Orientation
Was given instruction by instructor of the class.
Alice T. Clark mentoring program visit
Years ago when I needed to learn how to teach online.
am experienced user
regular contacts

Statistic	Value
Min Value	1
Max Value	10
Total Responses	91

7. How often do you log in to Blackboard?

#	Answer	Bar	Response	%
1	More than once a day		48	52%
2	Once a day		15	16%
3	A few times a week		20	22%
4	Once a week		5	5%
5	Less than once a week		5	5%
	Total		93	

Statistic	Value
Min Value	1
Max Value	5
Mean	1.97
Variance	1.44
Standard Deviation	1.20
Total Responses	93

8. Please indicate your agreement with the statements.

#	Question	Agree	Disagree	Total Responses	Mean
1	Help me prepare for class	67	23	90	1.26
2	Help me to work more efficiently	71	19	90	1.21
3	Provide a place to post course materials, resources and student assignments.	88	4	92	1.04
4	Allow me to keep track of my students grades	72	18	90	1.20
5	Provide a location to access students submitted work and assignments and provide feedback	65	23	88	1.26
6	Communicate with students	79	11	90	1.12
7	Help me to track my students overall performance	68	23	91	1.25

Statistic	Help me prepare for class	Help me to work more efficiently	Provide a place to post course materials, resources and student assignments.	Allow me to keep track of my students grades	Provide a location to access students submitted work and assignments and provide feedback	Communicate with students	Help me to track my students overall performance
Min Value	1	1	1	1	1	1	1
Max Value	2	2	2	2	2	2	2
Mean	1.26	1.21	1.04	1.20	1.26	1.12	1.25
Variance	0.19	0.17	0.04	0.16	0.20	0.11	0.19
Standard Deviation	0.44	0.41	0.21	0.40	0.44	0.33	0.44
Total Responses	90	90	92	90	88	90	91

9. Please comment

Default - Help me prepare for class
Comments (optional)

Hard to use! If I knew how to use it I am sure it would be good.

When it works, it helps, but when it doesn't, I have to spend far more time recovering from a single problem then I would gain over an entire semester of perfect functioning.

Again, I would prefer a different type of scale that's not binary. I can't say Bb helps me prepare for class, but it's an absolute necessity for online classes.

Default - Help me to work more efficiently
Comments (optional)

Hard to use. If I knew how to use it I am sure it would be fine.

Slowness of Blackboard has been very frustrating

Blackboard outages, updates, and persistent bugs often keep me from working "efficiently": while uploading student papers with feedback/comments, Blackboard often crashes or freezes, forcing me to log in and start the process all over again. Extremely frustrating.

When it works, it helps, but when it doesn't, I have to spend far more time recovering from a single problem then I would gain over an entire semester of perfect functioning.

not really, adds work, doesn't reduce work

In the past this was true, but too much time needed to be spent this semester working out problems related to upgrades.

Default - Provide a place to post course materials, resources and student assignments.
Comments (optional)

Would be great, if I knew how to post things and to make my class visible to students!

While planning to use BB for my online classes, I did a trial with my face-to-face classes. This greatly enhanced this face-to-face format as well. It helps me and the students stay organized. I could not teach a class in any format without BB now.

Stuff tends to vanish

for employees

Too many issues with students not being able to access class materials and submit assignments

Default - Allow me to keep track of my students grades
Comments (optional)

Don't know how to do.

But I really didn't use it... or only for certain assignments, so I had to work grade out on my own.

I do not use the grade function

Grades tend to vanish or mysteriously change

but I could do that with a spreadsheet

The gradebook is unwieldy and difficult to use.

But I could have done this without using Blackboard.

Default - Provide a location to access students submitted work and assignments and provide feedback
Comments (optional)

I am sure it would be great if I knew how to use it.

Haven't used yet

Extremely Valuable

I could use a workshop on how to do this.

Grades tend to vanish or mysteriously change

did not use

Very difficult to provide feedback without downloading assignments. Too many extra steps added this upgrade.

Default - Communicate with students
Comments (optional)

I would rather send an email through Campus Connection.

We don't communicate through Blackboard because of the issue with old college emails in the course that many folks don't use and though I'v sent the email to

Many of my students' email addresses were incorrectly submitted to Blackboard; I'm not sure if this is the result of their having provided the wrong email addresses in the campus directory, or the result of another error, but it became extremely frustrating over the course of the semester as several students would have the excuse of "I didn't get the announcement, my email on Blackboard is wrong ..." There was a lot of confusion about deadlines, grades, assignments, etc. as the result of this error, yet I am not, for some reason, allowed to manually enter my own students' addresses into Blackboard. At previous schools that I've worked at, I've simply added a student's correct / updated email address if there was an issue, but was not able to do that for my courses at UND this semester. I'm not sure why instructors, who are granted access to other forms of student information, are not permitted to manually edit their email addresses in Blackboard without an extra five or so emails getting sent to CILT personnel ...

Too unreliable

Students are reluctant to use BB

but just through email and that can be independent of Blackboard

Default - Help me to track my students overall performance
Comments (optional)

| I am sure it would be good, if I knew how to use it. |
| Sorry, didn't really use this function. |
| Grades tend to vanish or mysteriously change |
| for employees |
| could do that with a spreadsheet |
| I do not use the gradebook in Bb. |
| I use my XL spreadsheet more; Bb is used to let STUDENTS know grades. |

Statistic	Help me prepare for class	Help me to work more efficiently	Provide a place to post course materials, resources and student assignments.	Allow me to keep track of my students grades	Provide a location to access students submitted work and assignments and provide feedback	Communicate with students	Help me to track my students overall performance
Min Value	-	-	-	-	-	-	-
Max Value	-	-	-	-	-	-	-
Total Responses	-	-	-	-	-	-	-

10. What mobile devices do you have? (check all that apply)

#	Answer	Bar	Response	%
1	Tablets (ex: iPad, Android, Microsoft Surface)		54	60%
2	Smart Phones (ex: iPhone, Android)		68	76%
3	e-Reader (ex: Kindle, nook)		19	21%
4	Other mobile devices		5	6%
5	Do not have a mobile device		13	14%

Other mobile devices
laptop computer
regular cell-phone
antiquated track phone is all I use. I am not big on being glued to a mobile device. I don't want that. I don't want to be available 24/7 to get ahold of. I value my privacy and prefer to separate my personal life from my work life.
computer
cell phone

Statistic	Value
Min Value	1
Max Value	5
Total Responses	90

11. If you have a mobile device, do you use it for teaching? (Check all that apply)

#	Answer	Bar	Response	%
1	Communication (email/text/voice)		39	52%
2	Classroom (presenting content; mobile device as a clicker)		9	12%
3	Professional (interacting with colleagues or peers on scholarly work)		23	31%
4	Reading (resources, ebooks, websites)		32	43%
5	Teaching (creating lessons/content, grading assignments)		10	13%
6	Personal use only		28	37%
7	Other		5	7%

Other
Blackboard Collaborate for meetings
I don't use a mobile device, instead I use my computer
Creating videos for class
Capturing student whiteboard work

Statistic	Value
Min Value	1
Max Value	7
Total Responses	75

12. What would you like to use your mobile device for in the future?

Text Response
n/a
I need to become better at using Apple-everything in the classroom, as I've previously primarily been a Windows user.
yes
I'm not going to use mobile devices for work.
Satisfied with current uses
Use to access conti ed material, audio and powerpoint lectures
Nothing. I would prefer not to use a mobile device. I would prefer to use email on my computer. I also don't want to have students contacting me morning, noon, and night. Email is not as personally invasive as a mobile device. I don't want to be available at all times to students.
I won't use my own mobile devices, although I think with the move to a paperless UND, especially with the catalog now being on-line only, that UND should think about providing tablets, at the very least, for their employees.
It would be nice to present material on the projector via my iPhone or iPad. So having an Apple TV, Google Chromecast, or Amazon Firestick connected to the projectors in classrooms would be helpful.
it would be great if the Bb app worked to see assignments on the iPad. I cannot do faculty functions right now.
Nothing more
I would like to use it for Blackboard, but the app keeps crashing!!! I HATE BLACKBOARD!!!!!
I would love to be able to go right to the Blackboard grader to grade assignments - I downloaded the app but it continues to be problematic
I wouldn't mind using it to access Blackboard, but given that Blackboard for teachers doesn't really facilitate easy grading, there aren't really many things I can do on the mobile device.
Primarily email
Nothing. I do not want to be that accessible to work and students in my personal time. I spend way too much time in email as it is.
I would like to learn to present with my device.
nothing new, it's used only as a phone
Wouldn't

Statistic	Value
Total Responses	19

13. How would you prefer to receive notifications regarding system scheduled maintenance and other technology updates? (Number one as your most preferred)

#	Answer	1	2	3	4	5	6	7	8	Total Responses
1	Email	74	5	0	0	1	0	1	2	83
2	Text Message	4	9	5	9	9	4	9	10	59
3	Phone	3	6	9	4	7	12	11	6	58
4	Blackboard Main Page	5	30	10	8	3	3	2	4	65
5	Social Media (Facebook, Twitter)	0	0	2	5	8	14	11	15	55
6	Subscribe to RSS Feed	0	0	0	8	14	14	15	3	54
7	UND Tech Support Main page (techsupport.und.edu)	2	3	25	8	11	7	3	6	65
8	Other (please specify)	1	1	1	0	1	1	0	11	16
	Total	89	54	52	42	54	55	52	57	-

Other (please specify)

Really, anything OTHER than email would be unacceptable.

only email and blackboard mainpage is regarded as non-intrusive to me

None

Statistic	Email	Text Message	Phone	Blackboard Main Page	Social Media (Facebook, Twitter)	Subscribe to RSS Feed	UND Tech Support Main page (techsupport.und.edu)	Other (please specify)
Min Value	1	1	1	1	3	4	1	1
Max Value	8	8	8	8	8	8	8	8
Mean	1.35	4.83	5.00	3.17	6.31	5.83	4.32	6.56
Variance	1.77	5.21	4.42	3.55	2.07	1.35	3.28	6.00
Standard Deviation	1.33	2.28	2.10	1.88	1.44	1.16	1.81	2.45
Total Responses	83	59	58	65	55	54	65	16

14. Please list any emerging technologies that you might be interested in using.

Text Response
n/a
clickers
Wearables including Google Glass, Epson Moverio, Moto 360, etc.
Eye tracking for user experience testing
Not sure... always looking for ways to get meaningful content and contact with the online-only nursing students - would like to be able to integrate some sort of simulation with feedback for assessment and communication skills.
augmented realty and ebooks
I don't want technology to consume my life. I am quite happy with email, as I can get back to people on my own time then. I am afraid of getting bombarded with student demands in my off hours.
Nothing
SAM (Cengage Product)
Anything that will link directly to Bb and allow me to provide audio feedback to my students - Voiceboard has been very unreliable over the past three semesters (for both me and my students).
Top Hat
Classroom clickers
not aware of any.... I generally learn of emerging technologies from CILT staff.
I'd love to see ProctorU be more user-friendly.
None

Statistic	Value
Total Responses	15

15. Please comment on your experience using technology at UND this semester. 1. What works well? 2. What needs improvement? 3. What would you like to use in the future?

Text Response
BB has worked well for me. See no real need for updates at this time.
Need to continually monitor classroom supplies and equipment to ensure it is all in correct working order. This is a continuing challenge to maintain the equipment and supplies
Everything has worked very well this semester, with one exception. My students and I struggled with repeated problems with wikis (both Blackboard and Campus Pack), where the content from the wiki would disappear after being edited on occasion. Once this started in a wiki, it seemed to happen repeatedly and only resolved when I created a new wiki (and delete the old one). I did work with our Instructional Designer and CILT on this, but no one has been able to determine why this is happening. I really hope this can be resolved before next semester.
Merrifield 312 is off to a great start - CILT responders have been very quick to help and troubleshoot when technology fails or provides stumbling blocks in the classroom.
Much works well. there are a number of malfunctions in OKelly 61. e.g., with laptop computers and connections to monitors
Blackboard basically works well for grading and working with the online class. Thank you! One problem for us this year was that there was a Blackboard upgrade at the beginning of August. I had our responder's guide complete and was training new responders two days after the upgrade and there were changes that didn't work for what we did in the past. Could this be done earlier in the summer? There are some issues that I will address in the next box.
I am pleased with the BB the way I have been using it. I'm sure there are new tools to learn however my current tools appear to meet all of my course needs at the moment.
Most works well, but copying from previous semesters can be a problem with settings in the grade book, but not copying the grade book causes other problems.
My classroom technology was repeatedly an issue. Fortunately all issues were addressed after brought to CILT attention. It just seemed there was a new issue every time I went to turn something on. Classroom technology shouldn't require I budget more time for class (testing, diagnostic, and solution).
Always looking for ways to improve the Dining Services Training Site
slow interface
Virtually all technology works in a sub-standard fashion. Too many Microsoft applications (Outlook, etc.) Too many NEW programs with time-wasting learning curves. Get the computer professionals out of the program buying business and let programs be selected by those of us who will have to use them.
Blackboard is decent, but a bit clunky. I know LMS choices are fairly limited, but I wish the user experience was more intuitive and efficient.
I don't use a lot of technology, but I'm very pleased with the amount of technology available and the support I get from CILT
Blackboard is essential, yet prone to problems and errors: for this reason, I think students are often suspicious of it and/or disregard it all together. Students use "Blackboard technical issues" as excuses for late assignments, missing work, etc. and, as an instructor, it's difficult to decide whether or not to believe those excuses since I know from personal experience that Blackboard is prone to these problems. That said, though, I think Blackboard is an invaluable educative platform that should be increasingly improved and maintained in order to ameliorate some of these issues. I wish incoming students and instructors alike were given a mandatory introduction to working with Blackboard so as to eliminate some of the confusion surrounding it.
System works well. Individual responsibility to maintain computer, printer, ink costly.
1) Like the improvements to Grade Center. 2) Wishing for an easier way to upload Rubrics into Grade Center 3) See above
I will be using Adobe Connect as well as clickers next semester, and have already contacted CILT about refresher training sessions.
works well and if not support is provided
Can't print off one column scors from Grade Center from all students. Also the announcement format now drives me nuts. Can't get a new announcement to show up as the first announcement. I have to move it and it takes time, tedious. Also, each announcement to delete has to be deleted separately to my knowledge. When I haven't been back to Blackboard for an hr or whatever the time limit is, why doesn't say - need to log in again, instead of doing nothing.
I want to be able to create folders within Blackboard where students can post content (photos, Word docs, etc.) for the rest of the class to view. Creating a full-class group for each in-class activity is cumbersome and confusing to the students.
I really enjoyed using Blackboard for the first time. It was extremely valuable for collecting student assignments and making handouts available. I would like to learn how to fully use the grading centre. I have been using blackboard in a very basic and fundamental way. I only really want to use technology to SUPPORT my classroom hands on teaching.
Blackboard works great for what it was made.
1. Most of the computers / smartcarts work pretty well. 2. Some computers / smartcarts have gotten bogged down. The computer needs to be cleaned/rebooted. Also, I have experienced one with malware/spyware. I have no idea how it got there, but it is specific to the computer in Education 104, and specific to one user account. I have attempted to remove the spyware programs, but it remains -- whenever you use any web browser the pop-ups and ads arise. I have reported it numerous times --- I believe it is still on the docket to get fixed. 3. I am not sure - I will look into to new technologies / resources
I am satisfied with the technology that I am using, I can't think of any improvements at this time.
Tegrity for 2015 DEDP
I used Blackboard to post PowerPoint presentations. In the past stduents would spend class time to write down the PowerPoint presentations. This semester we were able to have more discussions and questions directed to understanding the material as students basically had nates given to them before class. I did not notice any obvious improvement on test performamnce but students appeared more responsive and engaged.
Works fine for my limited purposes
Blackboard is really too unreliable. Moodle provides much better stability and return on investment. Easy way to request integration with 3rd party environments (like SAM from Cengage)
I like the concept of clickers, but there has got to be a better system that is easier to use than Turning Point. Tegrity is good.
UND Tech Support, overall, has been wonderful - they have usually gone above and beyond to answer any questions or issues I have. As noted above, a program embedded right in Grade Center (besides Voiceboard) which will allow me to provide audio feedback to my students would be much appreciated.
I've used other Learning Management Sysytems that I prefer to Blackboard. Among them I find Canvas to be the best, although I've also appreciated WebStudy. Many schools are phasing away from Blackboard, with good reason. It is a clunky LMS for grading and I think that the organizational structure of the site is rather non-intuitive. If a school like UND is really serious about doing online education, i think that it should consider moving away from Blackboard toward an LMS that provides a better user experience, especially more advanced and efficient grading options for faculty.
Blackboard is waaaayyy slower this semester than in the past. I contacted CILT about this, and they had no answer.
Computer in OKelly 103 was very frustrating. The laptop switched to multiple screen mode, randomly, and so students couldn't see what they wanted to present.
My classes are recorded as a program policy, and this generally works well. However, a couple of times there were problems with it, and the class did not record, which caused some inconveniences to students and me. They most often seemed to be problems with the software installation (Mediasite). The SMHS tech support was aware of these

issues though, and fixed them by the next class. Something I'd like to use in the future is a Wacom pen (or similar technology) so that I can draw on my screen and have that be part of the recording, for our distance students.

Due to students' reluctance to use anything outside of text messaging, I am "trending" out of technology in my teaching.

1. I like using blackboard and find it efficient for my needs. 2. I'd like to continue to learn more about various teaching tools and how to use all aspects of blackboard 3. More interactive powerpoints; quizzes online

the program is very worthwhile to reach a lot of employees quickly. I wish it had better instructions or we had classes that were available for learning. I have been able to complete projects with some help, but would think that additional information would be beneficial.

Support staff are outstanding Evening hours on Saturday would help distance students. Perhaps someone could be paid "overtime" to be "on call" at their home location. Perhaps this could rotate among the staff. An attempt to contact faculty should always be made when the support staff can't decide if a help step is appropriate for the course. Often such a contact is attempted, but not always. I agree that such contact is most feasible through text messaging for most people, but I don't agree that faculty should use their personal phones for such. I do judge that cell phones for strictly UND online course use should be provided to faculty by UND. They can be cheap phones, with limited minutes, the cost would be low. Faculty should not be obligated to give up their own personal phone numbers. The way it is now, students have to contact me only through email or my office phone. Blackboard upgrades should be reviewed by faculty before launch so that undesired features can be corrected before launch.

The gradebook isn't as friendly as other course delivery platforms (like eCollege or Moodle) and it is particularly unfriendly for extra credit or Satisfactory/unsatisfactory grading.

Several students had problems with clickers not recording. It's an easy way to take attendance if they could all work, but they didn't. Pedagogically their use does not enhance the kind of active listening really needed for learning. I don't believe their use is improving education.

When I use Blackboard, I like the way I can post problem solutions. When I use Blackboard, it seems that I have to go through a lot of menus. It might be helpful if we could use a system that did not require a person to go through so many menus. Also, it seems that Blackboard is slow. It seems that I often have to wait a few seconds for Blackboard to do its processing. It would be helpful if I did not have to wait for so long.

I use clickers and upload the scores to the blackboard. However I do not like grading system for blackboard. It continues to be an issue. Part of my clicker questions is for extra credit and part as a required score. To eliminate need to split scores for each class, I have added calculated grade for total of clickers. However students became confused because unless I eliminated points possible for each clicker test they have seen those scores twice. Since blackboard (grade center) is rather slow in changing each column grading properties, this became quite annoying feature - particularly if one is changing more than 5 columns. I have called about this (7-6305), but after brief conversation this was not followed through (never got ticket) and I have decided for manual fix rather than spending my time on phone.

Regular problems with podium set up in HFAC 164—need to work out glitches and continue talks with Lucas about making it stereo.

Very little worked well this semester. There were constant problems trying to figure out how to use the various functions on Bb that were changed, there were many problems with Bb technology that hadn't changed and just decided to stop working, and students were having constant issues using Bb. The equipment in the classroom didn't work well after the upgrades two days before classes started, with technician after technician trying to correct the same problems.

Blackboard works well with technical assistance.

This was my first time using Blackbiard. I found it easy to use.

CILT one on one and tech support are awesome!

Statistic	Value
Total Responses	48

16. Is there anything you would like to add to help the Center for Instructional & Learning Technologies improve your overall experience using technologies at UND?

Text Response
Moodle is much better than Blackboard. I am still learning Blackboard, but I'm not impressed so far.
no
More Smart rooms in Merrifield, please.
Blackboard has been extremely slow, it's been frustrating for me and I hear that from our graders. I've heard from helpline folks to log off and login again and hope I get a faster server. Rarely happens. I often just quit! I've been working on making some changes in Part 2 for January 2015 and every click takes a long time to move on. Going back and forth to Submit and see spacing takes a long time because spacing in the editing box looks quite different when looking at what the student will see. It would also be very helpful if when a grader submits an assignment, it would go back to the Grading List, not to the next assignment that has been submitted. We've had responders grading a wrong assignment, because it is unexpected. I do tell them to look first! But ...
I have been very pleased with all my support and the support that I can be assured my students will get.
Proactive testing of classroom technology rather than relying on user complaints. At that point, the issue is already impacting classroom experience. I will say that I am impressed w/ how issues are addressed once identified and reported.
I think they do a great job of helping, listening, troubleshooting any issues i have with my site.
Nothing right now - thanks.
Webinars on information, so I can watch them at my desk
Don't think I know enough to comment here. Am taking small steps so as not to be overwhelmed because technology is difficult for me. Cilt is fabulous and everyone there is extremely helpful and willing to bend over backwards to help us. They have been a godsend to me... especially being able to meet individually with someone... or have 1 person as my "go-to" person... who will sit with me until I "get it". Kristi has been my lifeline! I couldn't do what I'm doing without her help and encouragement.
None that I can think of.
No
The staff at CILT is marvelous
No. You do a wonderful job.
I like to learn new things, keep offering new information about new advances with technology. The support has always been good.
Have digital cameras and lighting that can be used for development of virtual lab courses.
Every time I've needed something this semester I've received great help at UND Tech Support and so have my students. Thanks!
Best user support in the world! Technology only OK—but excellent user support makes it a positive experience

Statistic	Value
Total Responses	18

17. Please include your name and phone number if you would like to be contacted regarding any of your comments or concerns.

Text Response
Joni Tweeten - 777-4512 You are welcome to contact me, but also please know that I will be following up with our Instructional Designer on my concern, so unless you need more info, you do not need to contact me. Thanks!
Carol Sloan ESPB First Year Teaching Part 1 (AUG 2014) c.sloan@nd.gov 701-751-2728
Jill Shafer 777-6315
Chuck Crummy Training Specialist/Manager 777-3609
Jill Braaten 5072263392
Gaye Burgess
Pragalv Karki 218-443-3634
Beatrice Marovich (551)697-7944
this is Terry Wynne @7-3759 but you don't have to contact me. I am getting more acclimated to the program and you guys are really easy to contact - I appreciate that! Thanks!
Nels Forsman 777-4349
I do not need to be contacted, as I have resolved the issue by manual correction. But if there is need for clarification - Alena Kubatova 7-0348
Gary Towne 772-1982
Julie Pearce 218-779-5487

Statistic	Value
Total Responses	13