

# My Report

Last Modified: 09/30/2015

## 1. College or Area of Study

#	Answer	Bar	Response	%
1	College of Arts and Sciences	<div></div>	25	40%
2	College of Business and Public Administration	<div></div>	3	5%
3	College of Education and Human Development	<div></div>	13	21%
4	School of Aerospace Sciences	<div></div>	1	2%
5	College of Engineering and Mines	<div></div>	1	2%
6	School of Geology & Geological Engineering	<div></div>	1	2%
7	School of Law	<div></div>	1	2%
8	School of Medicine and Health Sciences	<div></div>	7	11%
9	College of Nursing and Professional Disciplines	<div></div>	8	13%
10	Office of Extended Learning (previously Continuing Education)		0	0%
11	Undecided		0	0%
12	Other	<div></div>	3	5%
	Total		63	

### Other

Statistic	Value
Min Value	1
Max Value	12
Mean	4.06
Variance	12.38
Standard Deviation	3.52
Total Responses	63

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

#	Answer	Bar	Response	%
1	Traditional (on-campus)	<div></div>	44	68%
2	Blended (combination of alternating classroom and online activities)	<div></div>	7	11%
3	Hybrid (online & on-campus students)	<div></div>	6	9%
4	Online & Distance Education (credit - semester based & open enrollment)	<div></div>	23	35%
5	Non-credit or certificate courses	<div></div>	1	2%
6	Committees, groups and organizations	<div></div>	14	22%
7	MyAdvisor	<div></div>	2	3%
8	Other (please specify)	<div></div>	1	2%

Other (please specify)

Statistic	Value
Min Value	1
Max Value	8
Total Responses	65

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)	51	3	11	65	1.38
2	UND Tech Support (777-6305)	50	0	14	64	1.44
3	LiveHelp Chat	25	2	35	62	2.16
4	techsupport.UND.edu (web page & knowledgebase)	25	4	31	60	2.10
5	Blackboard Faculty Resource Site	36	4	24	64	1.81
6	Adobe Connect Pre-flight Checks (online courses only)	6	0	57	63	2.81
7	Service Desk (Memorial Union)	8	0	54	62	2.74
8	One-on-one consultation with CILT staff	37	0	24	61	1.79
9	Online tutorials/user manual (YouTube, Atomic Learning, etc.)	24	1	37	62	2.21
10	Workshops	22	2	40	64	2.28
11	Teaching with Technology Tips - email	36	0	26	62	1.84
12	CILT Connection Newsletter	29	0	33	62	2.06
13	Tech Trends Forums	9	0	54	63	2.71
14	Peer/Department Support	30	2	31	63	2.02
15	Learned on my own or did not need help	35	4	16	55	1.65
16	NDUS Help Desk (777-6305, press 1)	28	3	33	64	2.08

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	1.38	1.44	2.16	2.10	1.81	2.81	2.74	1.79	2.21	2.28	1.84	2.06	2.71	2.02	1.65	2.08
Variance	0.58	0.69	0.96	0.94	0.92	0.35	0.46	0.97	0.96	0.90	0.99	1.01	0.50	0.98	0.82	0.96
Standard Deviation	0.76	0.83	0.98	0.97	0.96	0.59	0.68	0.99	0.98	0.95	0.99	1.01	0.71	0.99	0.91	0.98
Total Responses	65	64	62	60	64	63	62	61	62	64	62	62	63	63	55	64

4. Please comment on your experience.

[illegible]

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

Text Response
Lynda subscription without having to constantly renew.
meeting one on one is the best
Short workshops (one to two hours) that build on previous workshops.
It would be great to have a CILT expert in instructional design come to work with our department--maybe have an expert assigned to each college or unit, someone who knows us and can encourage us to try new things. I think many people are intimidated to try something new and won't seek out CILT on their own.
By far the best resource is the one on one assistance/training. I realize that this is fiscally impossible, but have used all of the formats and the one on one is the best and the most helpful. The biggest advantage is the individualization based on the instructor and his/her course/s.
Webinars may be useful, as it offers more flexibility.
more workshops about blackboard
Satisfied with all support options available.
Continued access for distance faculty to Bb Enhancement training workshops
I would appreciate learning from short webinars about some easy problem-solving issues.
It would have been useful to be identified as a first time instructor using Blackboard, and to be connected right away to an Instructional Tech Support staff person, sort of as a mentor/personal coach. I worked with several different people at Instructional Tech support in the beginning and then finally connected with Jane Sims, who said that for staff new to Blackboard they recommended a regularly, scheduled weekly phone meeting to handle questions and problems. It would have been great to know this from the very beginning. I knew to turn to ITS, but not to seek this sort of regular scheduled help. .As I was completely new to Bb, I needed an incredible amount of help. Maybe there should be some sort of personal orientation for instructors like me. I know there are tutorials, but I learn better with a person guiding me, at least to start.
The direct phone line in each classroom is phenomenal.

Statistic	Value
Total Responses	12

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	<div></div>	14	22%
2	Email	<div></div>	46	73%
3	Website	<div></div>	29	46%
4	Department visit or event	<div></div>	14	22%
5	CILT Connection Newsletter	<div></div>	14	22%
6	Social Media (Facebook, Twitter)	<div></div>	0	0%
7	Colleagues	<div></div>	26	41%
8	U-Letter	<div></div>	10	16%
9	UND Calendar	<div></div>	5	8%
10	Other (please specify)	<div></div>	2	3%






Other (please specify)

Alice Clark Program

UND

Statistic	Value
Min Value	1
Max Value	10
Total Responses	63

7. How often do you log in to Blackboard?

#	Answer	Bar	Response	%
1	More than once a day		34	52%
2	Once a day		11	17%
3	A few times a week		14	22%
4	Once a week		2	3%
5	Less than once a week		4	6%
	Total		65	

Statistic	Value
Min Value	1
Max Value	5
Mean	1.94
Variance	1.43
Standard Deviation	1.20
Total Responses	65

8. Please indicate your agreement with the statements.

#	Question	Agree	Disagree	Total Responses	Mean
1	Help me prepare for class	43	16	59	1.27
2	Help me to work more efficiently	49	13	62	1.21
3	Provide a place to post course materials, resources and student assignments.	62	0	62	1.00
4	Allow me to keep track of my students grades	58	4	62	1.06
5	Provide a location to access students submitted work and assignments and provide feedback	49	11	60	1.18
6	Communicate with students	60	2	62	1.03
7	Help me to track my students overall performance	54	5	59	1.08

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	1	2	2	2	2
Mean	1.27	1.21	1.00	1.06	1.18	1.03	1.08
Variance	0.20	0.17	0.00	0.06	0.15	0.03	0.08
Standard Deviation	0.45	0.41	0.00	0.25	0.39	0.18	0.28
Total Responses	59	62	62	62	60	62	59



9. Please comment

Default - Help me prepare for class	
Comments (optional)	
N/A	
Default - Help me to work more efficiently	
Comments (optional)	
N/A	
Even though it's getting better, Blackboard is still a difficult interface.	
If blackboard weren't so slow, cumbersome, I think I would feel differently	
Dr. shabb and I literally could NOT have done BMB 301 in the SCALE-UP room without BB.	
There are some parts of Bb that seem very inefficient.	
Default - Provide a place to post course materials, resources and student assignments.	
Comments (optional)	
N/A	
very good for this	
Yes, it works for this.	
Default - Allow me to keep track of my students grades	
Comments (optional)	
N/A	
Very slow data entry process and prone to entry errors. Other's have lost student grades. I keep an excel file separately as a backup for grades.	
Yes, it works for this.	
Although I do not trust it to weigh the grades properly so I only use it as a backup to an Excel spreadsheet I created to accurately calculate/weight the grades.	
I don't use Blackboard for this function	
Default - Provide a location to access students submitted work and assignments and provide feedback	
Comments (optional)	
N/A	
Not used.	
Yes, it works for this.	
N/A	
Default - Communicate with students	
Comments (optional)	
N/A	
Yes, it works for this.	
I use Bb IM all the time and find it invaluable for communicating with distance students.	
N/A	
Do not use this. Email addresses are often old college ones that students do not access.	
Default - Help me to track my students overall performance	
Comments (optional)	
N/aA	
I use Excel - it's easier to use and see results.	

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)	<div></div>	41	65%
2	Smart Phones (ex: iPhone, Android)	<div></div>	51	81%
3	e-Reader (ex: Kindle, nook)	<div></div>	17	27%
4	Other mobile devices	<div></div>	3	5%
5	Do not have a mobile device	<div></div>	6	10%

Other mobile devices
personnal lab top at home
laptop
iPod

Statistic	Value
Min Value	1
Max Value	5
Total Responses	63

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)	<div></div>	33	60%
2	Classroom (presenting content; mobile device as a clicker)	<div></div>	5	9%
3	Professional (interacting with colleagues or peers on scholarly work)	<div></div>	21	38%
4	Reading (resources, ebooks, websites)	<div></div>	19	35%
5	Teaching (creating lessons/content, grading assignments)	<div></div>	8	15%
6	Personal use only	<div></div>	20	36%
7	Other	<div></div>	4	7%

Other
Taking/editing instructional videos that are posted for students on Blackboard
I use my laptop for everything
Blackboard Collaborate for faculty meetings
Using documents during meetings

Statistic	Value
Min Value	1
Max Value	7
Total Responses	55

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

Text Response
I haven't been able to figure out how to to access the Blackboard grading app. It doesn't come up in searches....
ability to take work home and when I travel (iPad). Basically I need a lot more support to use the iPad effectively.
No idea what it can be used for :) Sadly, I'm not very adventurous with technology.
I would like to be able to access all parts of Bb on my iPad just as I can on my laptop.
No plans.
take meeting notes
Happy with current use.
Currently, BlackBoard interacts so poorly with mobile devices (at least from the perspective of an instructor) that I don't bother with it; it would be nice were this not the case.
Grading
I wouldn't use my mobile device for Blackboard even if it was available.
Content with device use at current levels.

Statistic	Value
Total Responses	11

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	54	0	1	0	0	0	0	1	56
2	Text Message	0	4	5	6	5	4	8	4	36
3	Phone	2	6	3	2	5	9	7	8	42
4	Blackboard Main Page	4	25	4	2	5	0	1	3	44
5	Social Media (Facebook, Twitter)	0	1	2	12	0	9	5	8	37
6	Subscribe to RSS Feed	1	0	5	0	13	8	8	5	40
7	UND Tech Support Main page (techsupport.und.edu)	0	7	15	7	5	4	4	0	42
8	Other (please specify)	0	0	0	2	1	0	0	2	5
	Total	61	43	35	31	34	34	33	31	-

Other (please specify)

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	2	1	1	2	1	2	4
Max Value	8	8	8	8	8	8	7	8
Mean	1.16	5.11	5.31	2.95	5.65	5.63	3.90	5.80
Variance	0.94	3.82	5.00	3.58	3.18	2.70	2.43	4.20
Standard Deviation	0.97	1.95	2.24	1.89	1.78	1.64	1.56	2.05
Total Responses	56	36	42	44	37	40	42	5

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

Text Response
LIGHT BOARD for online video creation!!
not sure what that is????
uTube is not emerging, but I would like to be able to use it for instructional purposes and also have students use it to make "movies"
Need Tegrity to allow for adding interactive quizzes to a lecture video (like TechSmith can).
Unsure
Mobile devices

Statistic	Value
Total Responses	6

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	
I went in to post grades and one students grade would post as it was closed...had to manually go in and change things, otherwise it works well	
The new course request system is easy to use. I do find it odd (always have) that it isn't easy to find after I'm logged in to blackboard. (I always find the course request link by logging out of bb and then seeing it on the login page. but then of course, I don't have my course ID numbers in front of me anymore... a bit of a pain...)	
CILT is great! I really like them. I also love getting test results by email. I can get grades up days faster than I used to be able to with paper entry.	
Staff is excellent with knowledge, problem solving skills, and patience. Needs improvement - I would like to schedule myself to work on something (e.g. iPad or UTube for at least one hour a week. If I could do that with someone available to help, it would be great. That person need not be in the room with me, but I would like to have a support person on hand during a time I've set aside. There may be others who would like something like this? For me, the one-hour workshop is not enough to become proficient at using media applications.	
The speed of blackboard could be improved - in entering grades, as well as uploading and deleting content.	
1. Improvement in scanned exam results being digital. 3. Would be nice to bring back the DI (discrimination index) feature into exam results. Maybe not without a software redesign. :( I used these regularly.	
Concerning Distance Education: Upgrade the cameras and microphones so they work 100% of the time, every time. I have reported issues with static multiple times, in one room there is no video shown to the instructor to make sure the camera is working, and often the batteries run out. 1) 100% functionality is a must. Buy new equipment if needed. 2) Tegrity on multiple occasions had errors processing my videos and audio was unsynched. 3) Get microhones with rechargeable batteries, so it is charged before each class.	
Appreciated the one on one guidance to start using BB more effectively.	
I wnt entirely paperless, which was good. Students did all work on their laptops or tablets, which was great. I would like to have greater access to technologies allowing students to project from their devices onto the class screen.	
Printers that are geared toward the required end result. No use in even having output if it is not suitable for the intended use.	
Tegrity was the most useful tool this semester, followed by the Grade Center and being able to post course content. The improvement for next semester will be my effective usage of the aforementioned tools and additional ones. My goal is to seamless integrate the usage of many of the available tools in the curriculum development of the courses I teach, and I plan to attending as many of the training workshop that I can this summer.	
I use blackboard regularly - it makes keeping track of grades and emailing students easy. I also like minimizing paper use by having students upload assignments directly onto BB, BUT I feel like a spend 1/4 of my time just waiting for the pages to load - isn't there a way to make it so BB is not so clunky????	
Blackboard is slow and cumbersome.	
The people at tech support and CILT are wonderful. The blackboard online resources, tips, are difficult to follow and sometimes unclear.	
Help was there when I or the students needed it.	
1) Like the Crocodoc in-line grading option for assignments. 2) Just a little less crashy in general, especially the Grade Center. 3) A general calendar option that lets me update all the dates and timelines in my course in a few clicks, instead of having to specifically click on every item - can be 10s to 100s.	
I have been using audio feedback for student work for the past year, and on the whole students appreciate it. On the other hand, the fact that the system is clunky and counter-intuitive ("play" buttons that won't play, arcane sequences of pop-up boxes, ridiculous JAVA requirements) for both instructors and students substantially detracts from the experience. This is kind of Blackboard in miniature: I've been using it over ten years now, and each year the system gets new features (some of which work, some do not), new tweaks and new user protocols. The whole program is getting bloated and clunky -- the i-tunes issue.	
If I experience a problem, consultants/technicians are available and able to fix it in a timely manner.	
Bb works well . I would like to expand it's utilization into the on-line classroom variation	
Most works very well. I like the format to be able to put comments on submitted papers right in the lessons. This is a HUGE issue for us. We can have over 200 students in a class. We have several graders/responders, after grading a paper and clicking on SUBMIT, it goes to the next paper to be graded. I usually is not the grader's student. It's a problem. If a grader doesn't notice (and it happens) they have to go in and delete all of their comments and the grade. Until the last couple of years, when clicking on SUBMIT, it would take us out to the Grade Center list of students or our Smart View. This is something that I hope can be remedied!!	
I thought the program used in the School of Medicine building to videoconference with the online students was crap. I missed the functionality that I had with Adobe Connect when I taught a class at Gamble last year. In addition, one or more students had connection problems every week. It created disruptions and I felt bad for the online students when they couldn't get connected.	
Blackboard worked fine ... except for one serious flaw. The system seemed to calculate percentages incorrectly. I ended up disabling that column, and using Excel to compute the overall grade. Feel free to contact me about this: Jim Abbott 701-750-5967	
Clickers	
CILT is fantastic!	
Blackboard Collaborate worked well. Now I need to know how to record short audio lectures and to design surveys.	
1. CILT support has been phenomenal with the new classroom in Merrifield. 2. Continue to upgrade classrooms in Merrifield that aren't as "smart" as M312. 3. More smart (and super-smart) classrooms.	

Statistic	Value
Total Responses	26

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	
I can't think of anything	
Just a note of appreciation for your staff! Whenever I've met with CILT employees, they have been wonderful, knowledgeable, and helpful. Keep it up!	
See above	
We need to go paperless in more ways, where ever and when possible: Student surveys in class, USATS, other ideas I/we haven't thought about yet.	
We need more classrooms in Merrifield that allow students to use their laptops and tablets in class and project work on the screen.	
Keep up the great work.	
No	
Apparently my students can't get email through this blackboard system without logging into the system.	
Thanks for all you do. You are a stellar unit.	
Satisfied!	
Help desk staff are awesome.. very responsive and helpful.	
Just the issue mentioned in the prior box! It really needs changing!! After having slow server issues last spring and especially summer, that has not been an issue. Thank you for getting that fixed. The helpline people and Kim, Lynnette, Jane, Kristi, and Laura are all wonderful to work with and are so helpful! Thank you!	
See above comments regarding help for instructors new to Bb.	

Statistic	Value
Total Responses	13



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

Text Response
Virginia Clinton 701 777 3920
Margaret Zidon 777-3614
Emanuel S. Grant 777.4133 grante@cs.und.edu
n/a
I don't need to be contacted unless you have a question. Carol Sloan ESPB First Year Teaching Part 1 & 2 csloan@nd.gov 701-426-3956
Missy (Marilyn) Slaathaug 605-222-1298 I am happy with the support I received - my calls were returned promptly and the staff was very helpful.

Statistic	Value
Total Responses	6