Please indicate which college you are affiliated with:
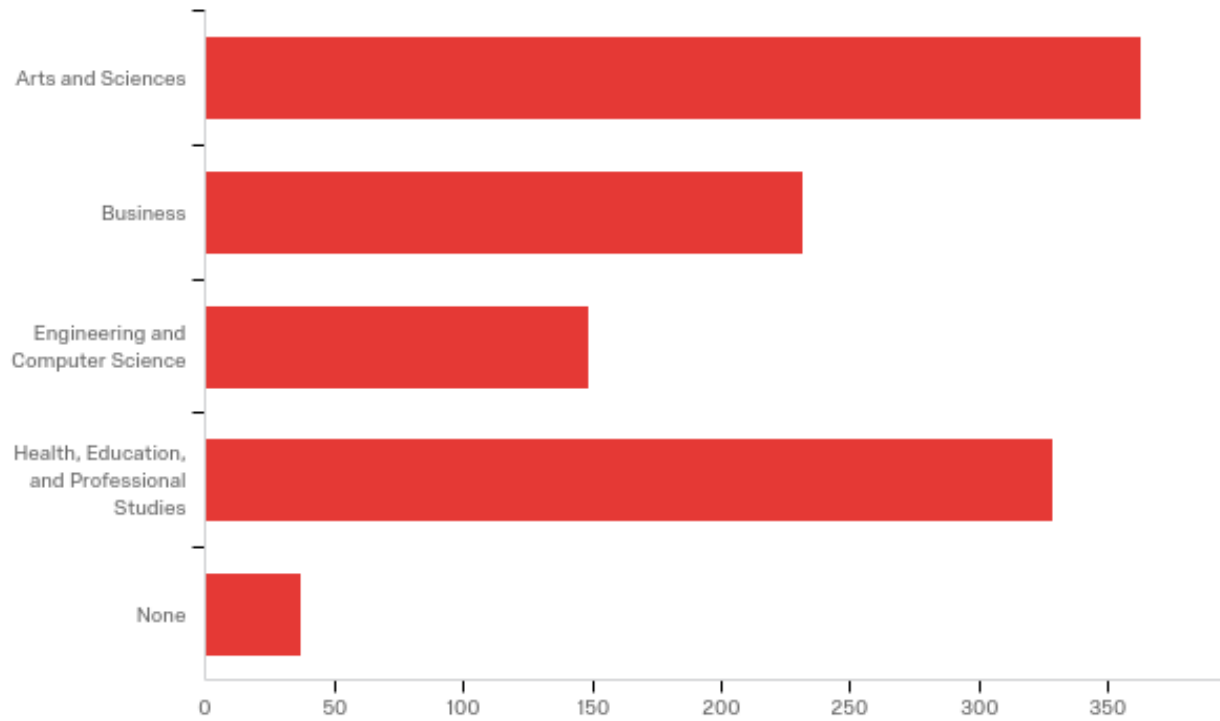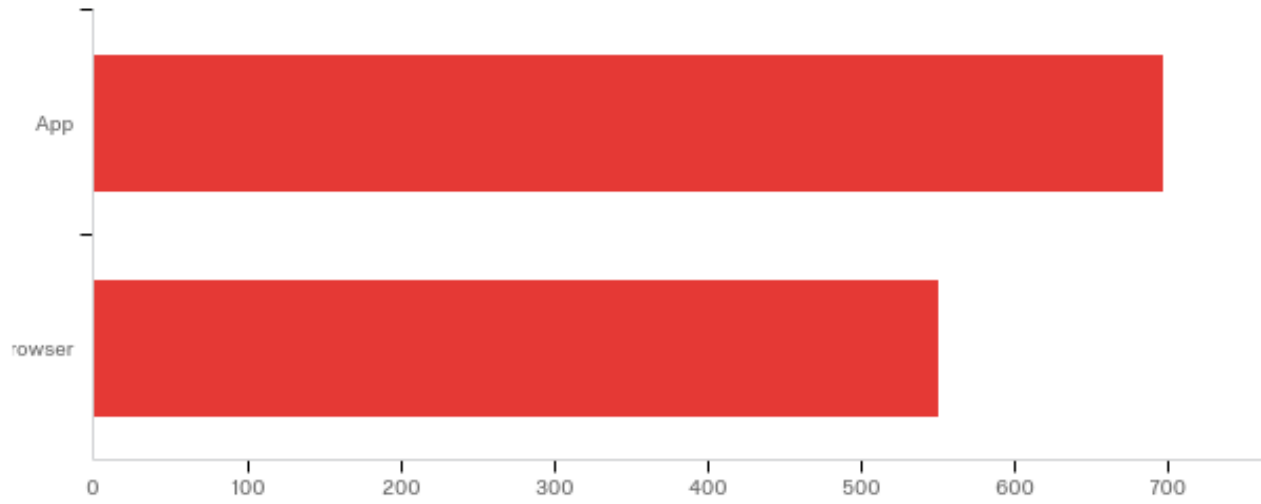

Answer	%	Count
Arts and Sciences	32.70%	363
Business	20.90%	232
Engineering and Computer Science	13.42%	149
Health, Education, and Professional Studies	29.64%	329
None	3.33%	37
Total	100%	1110

Please rate your level of satisfaction of the following tools and features of UTC Learn (Blackboa... - Level of Satisfaction


Legend:
- Announcements
- Assignments
- Discussion Boards
- Email
- Gradebook
- Group Work
- Rubrics
- SafeAssign (Plagiarism check)
- Tests/Quizzes
- Textbook Integrations
- Viewing/downloading content
- Notifications

Categories (y-axis):
- Extremely dissatisfied
- Moderately dissatisfied
- Slightly dissatisfied
- Neither satisfied nor dissatisfied
- Slightly satisfied
- Moderately satisfied
- Extremely satisfied
- Not applicable

X-axis: 0, 50, 100, 150, 200, 250, 300, 350, 400

Question	Extremely dissatisfied		Moderately dissatisfied		Slightly dissatisfied		Neither satisfied nor dissatisfied		Slightly satisfied		Moderately satisfied		Extremely satisfied		Not applicable		Total
Announcements	2.92%	31	2.54%	27	5.56%	59	6.69%	71	12.54%	133	38.08%	404	31.01%	329	0.66%	7	1061
Assignments	1.98%	21	1.89%	20	3.02%	32	5.48%	58	11.71%	124	38.15%	404	36.92%	391	0.85%	9	1059
Discussion Boards	3.60%	38	4.26%	45	6.05%	64	9.74%	103	14.10%	149	28.86%	305	26.49%	280	6.91%	73	1057
Email	2.55%	27	3.31%	35	5.01%	53	8.70%	92	12.38%	131	30.34%	321	34.69%	367	3.02%	32	1058
Gradebook	2.93%	31	4.16%	44	7.19%	76	5.87%	62	13.91%	147	32.73%	346	30.84%	326	2.37%	25	1057
Group Work	3.61%	38	4.36%	46	6.26%	66	14.71%	155	10.06%	106	22.11%	233	18.79%	198	20.11%	212	1054
Rubrics	2.08%	22	1.98%	21	3.40%	36	10.68%	113	13.33%	141	30.91%	327	29.11%	308	8.51%	90	1058
SafeAssign (Plagiarism check)	2.09%	22	2.09%	22	2.94%	31	14.98%	158	8.25%	87	28.91%	305	29.10%	307	11.66%	123	1055
Tests/Quizzes	2.56%	27	2.75%	29	4.65%	49	5.13%	54	13.39%	141	34.57%	364	33.33%	351	3.61%	38	1053
Textbook Integrations	3.12%	33	3.69%	39	4.35%	46	13.81%	146	10.22%	108	19.39%	205	20.34%	215	25.07%	265	1057
Viewing/downloading content	2.64%	28	2.45%	26	6.97%	74	7.92%	84	13.48%	143	32.05%	340	31.76%	337	2.73%	29	1061
Notifications	4.90%	52	5.37%	57	10.18%	108	7.16%	76	14.70%	156	27.99%	297	27.71%	294	1.98%	21	1061

## Do you use the Blackboard mobile app or a mobile browser to access UTC Learn on your mobile device? (or both?)

Answer	%	Count
App	55.85%	697
Browser	44.15%	551
Total	100%	1248

## What is your level of satisfaction with using UTC Learn (Blackboard) on a mobile device?
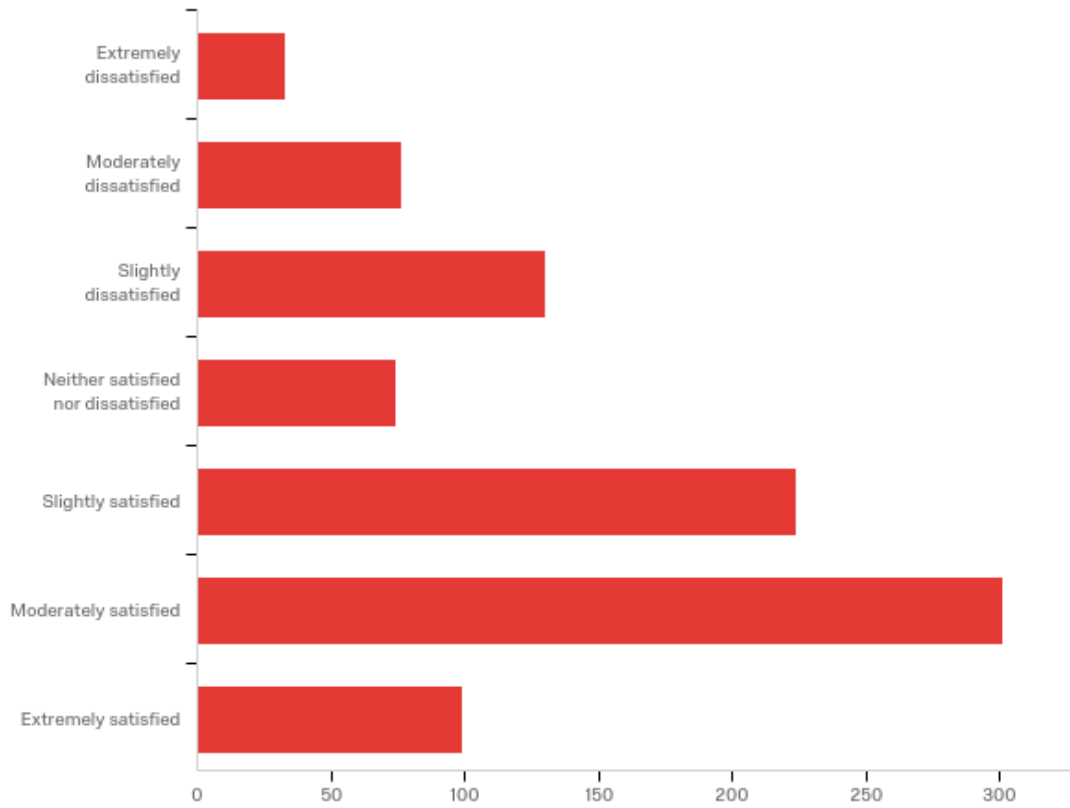
Answer	%	Count
Extremely dissatisfied	3.52%	33
Moderately dissatisfied	8.11%	76
Slightly dissatisfied	13.87%	130
Neither satisfied nor dissatisfied	7.90%	74
Slightly satisfied	23.91%	224
Moderately satisfied	32.12%	301
Extremely satisfied	10.57%	99
Total	100%	937

# What is your satisfaction with the look and feel of UTC Learn (Blackboard)?
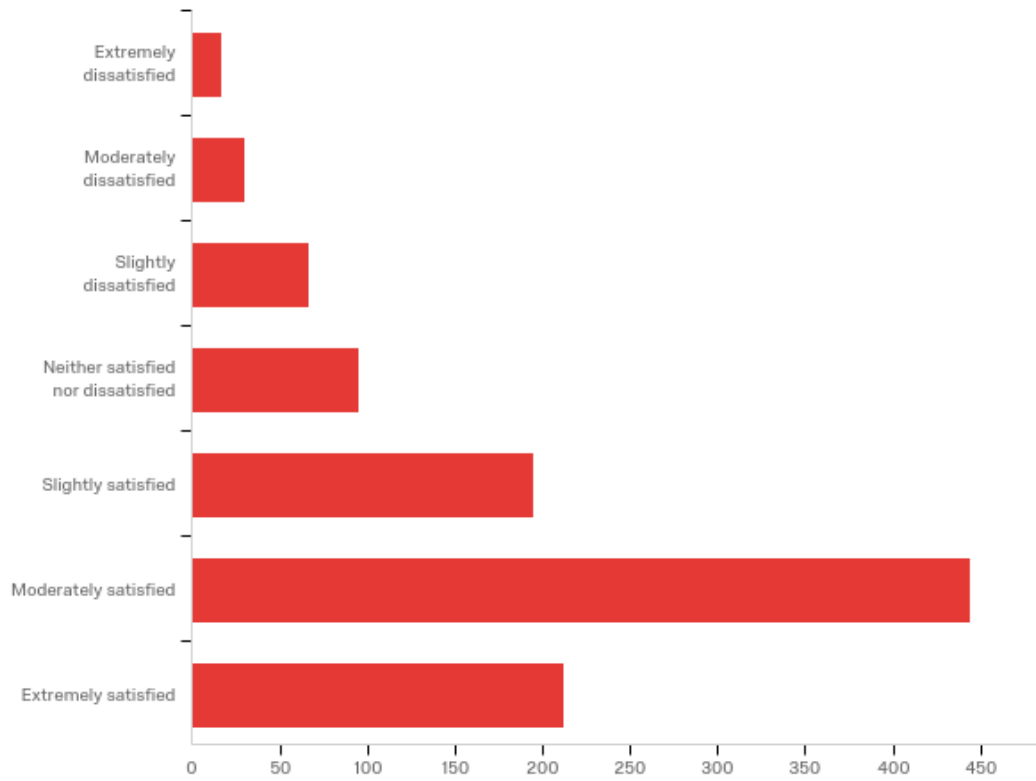
Answer	%	Count
Extremely dissatisfied	1.60%	17
Moderately dissatisfied	2.83%	30
Slightly dissatisfied	6.32%	67
Neither satisfied nor dissatisfied	8.96%	95
Slightly satisfied	18.40%	195
Moderately satisfied	41.89%	444
Extremely satisfied	20.00%	212
Total	100%	1060

Please answer the following questions about the use of UTC Learn (Blackboard) in general. What is your satisfaction with the functionality with UTC Learn (Blackboard)?
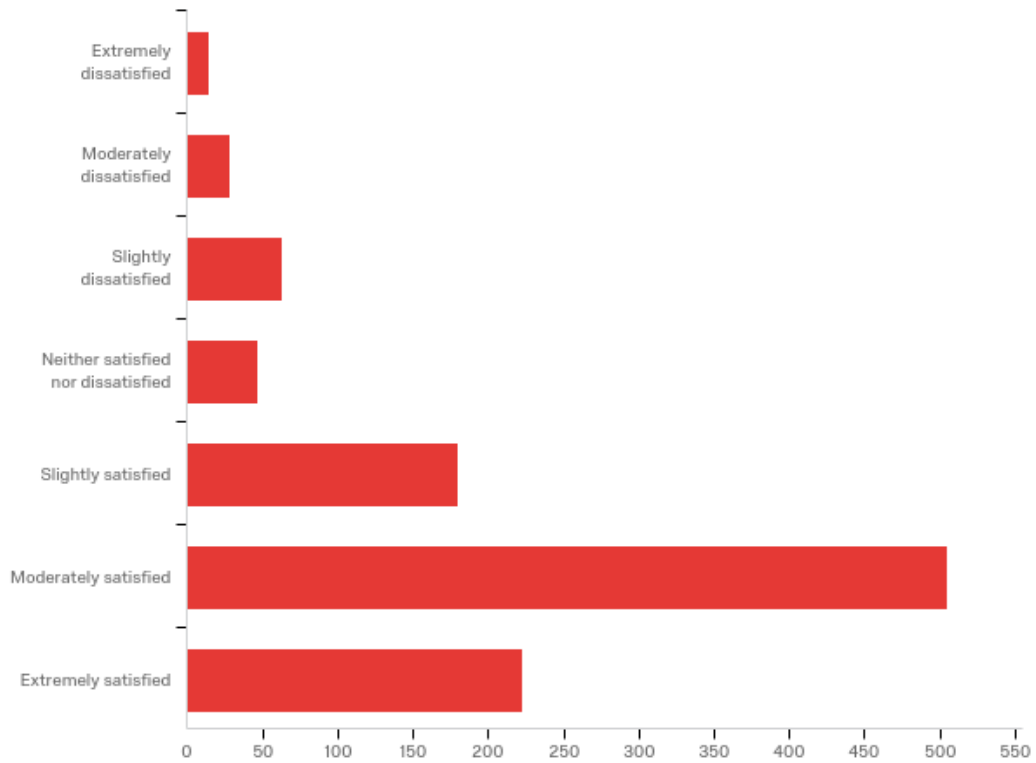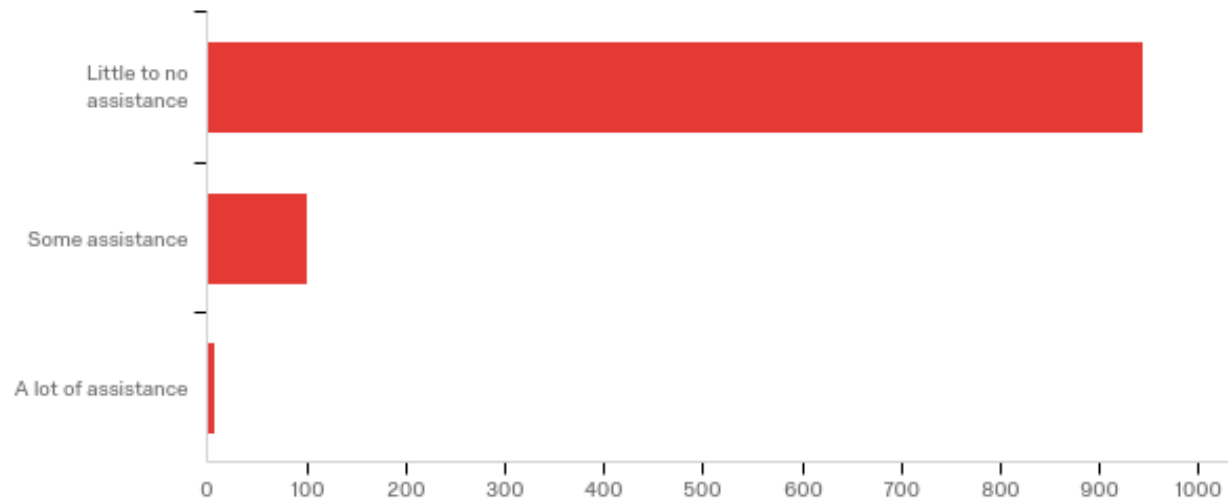

Answer	%	Count
Extremely dissatisfied	1.41%	15
Moderately dissatisfied	2.64%	28
Slightly dissatisfied	5.94%	63
Neither satisfied nor dissatisfied	4.43%	47
Slightly satisfied	16.97%	180
Moderately satisfied	47.60%	505
Extremely satisfied	21.02%	223
Total	100%	1061

# How would you describe your level of comfort in using UTC Learn (Blackboard)?
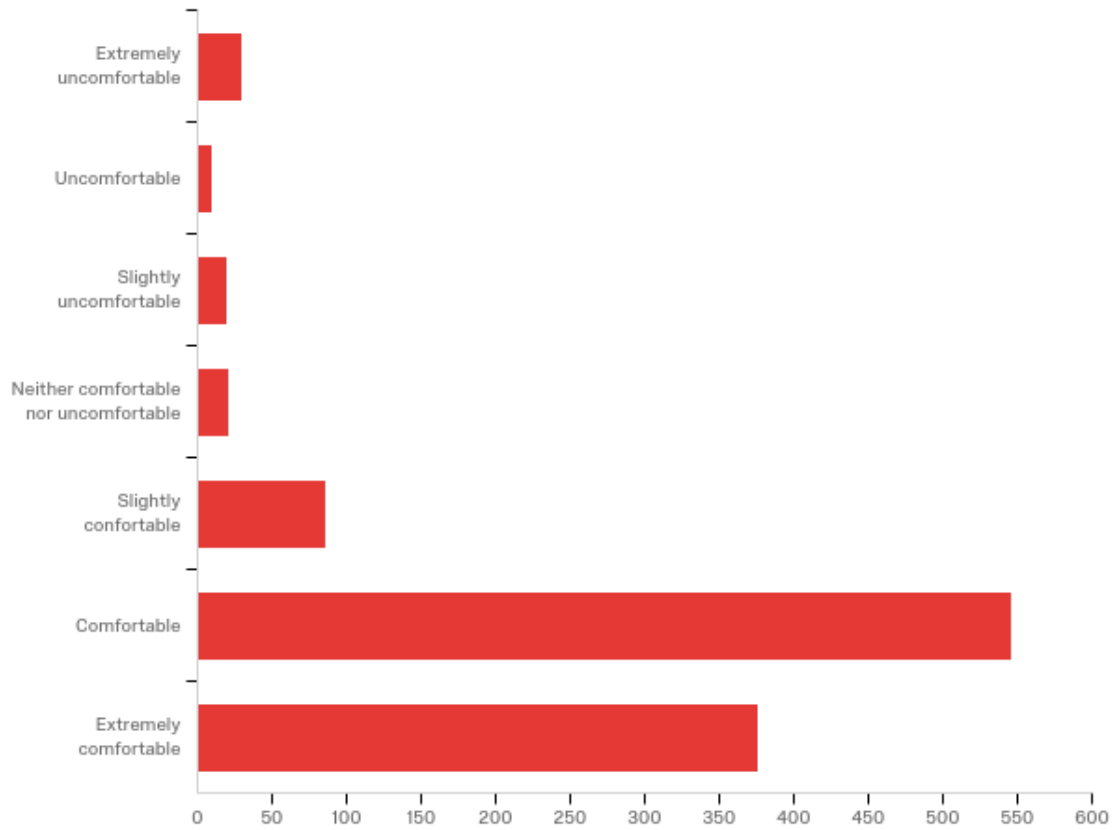
Answer	%	Count
Extremely uncomfortable	2.67%	29
Uncomfortable	0.83%	9
Slightly uncomfortable	1.84%	20
Neither comfortable nor uncomfortable	1.93%	21
Slightly confortable	7.91%	86
Comfortable	50.23%	546
Extremely comfortable	34.59%	376
Total	100%	1087

Please answer the following questions about UTC Learn student support. What level of assistance do you need in using UTC Learn (Blackboard)?
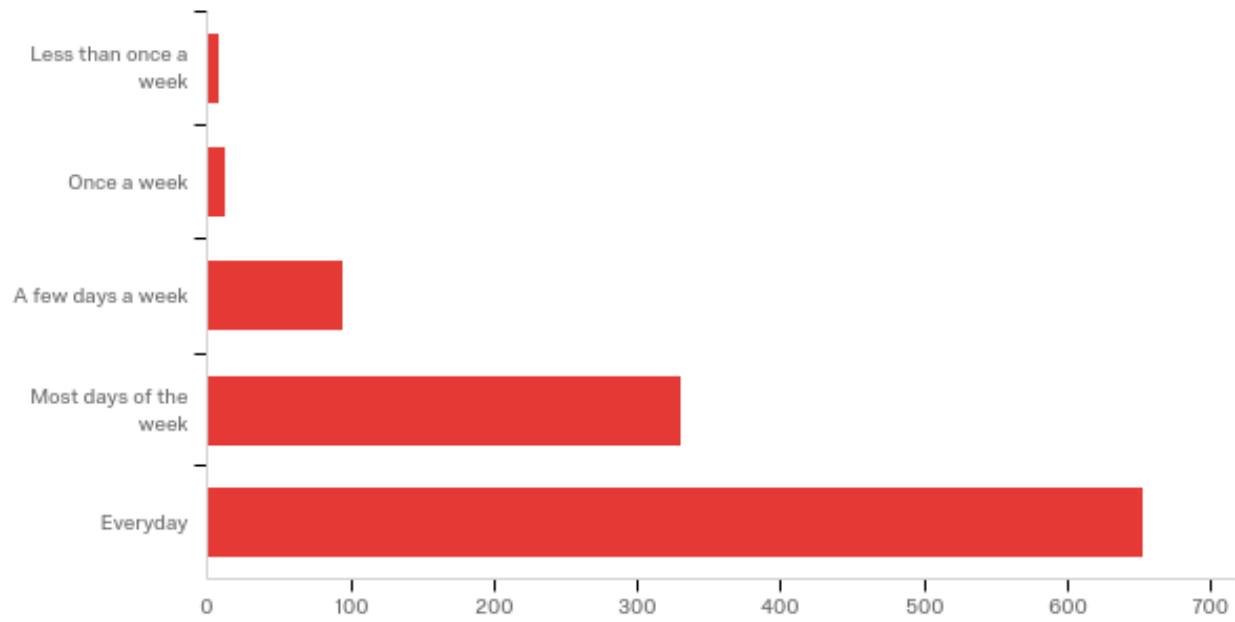

Answer	%	Count
Little to no assistance	89.65%	944
Some assistance	9.59%	101
A lot of assistance	0.76%	8
Total	100%	1053

Please indicate your current standing.
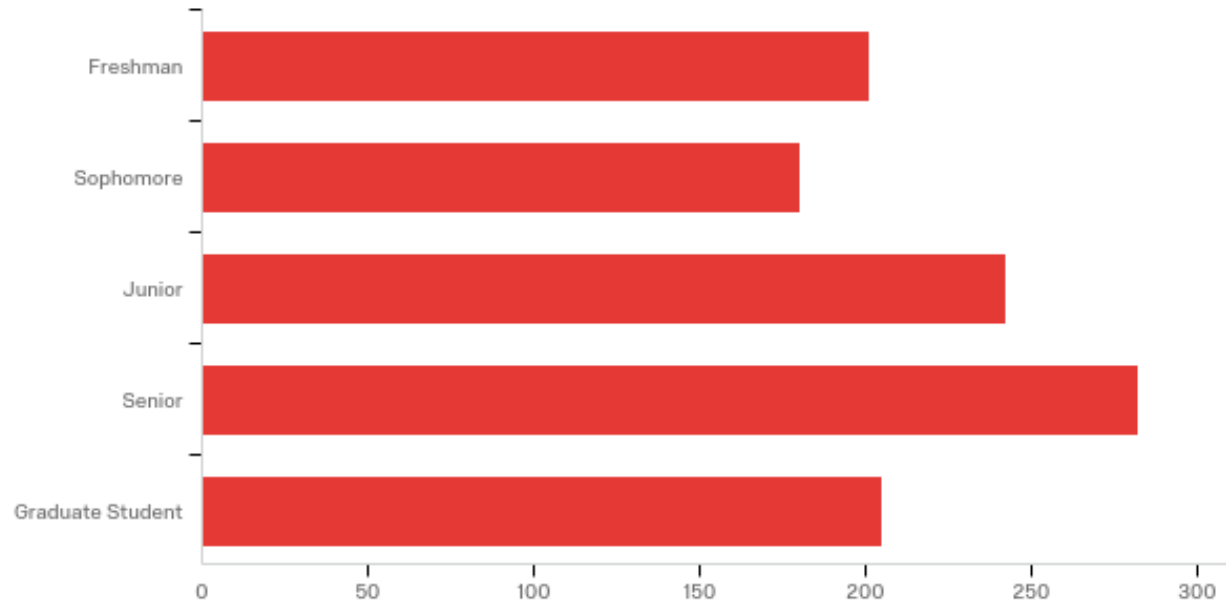
Answer	%	Count
Freshman	18.11%	201
Sophomore	16.22%	180
Junior	21.80%	242
Senior	25.41%	282
Graduate Student	18.47%	205
Total	100%	1110

On average, how many days per week do you access UTC Learn (Blackboard)?

Answer	%	Count
Less than once a week	0.73%	8
Once a week	1.18%	13
A few days a week	8.55%	94
Most days of the week	30.12%	331
Everyday	59.42%	653
Total	100%	1099

On average, how many hours per week do you spend in UTC Learn (Blackboard)?
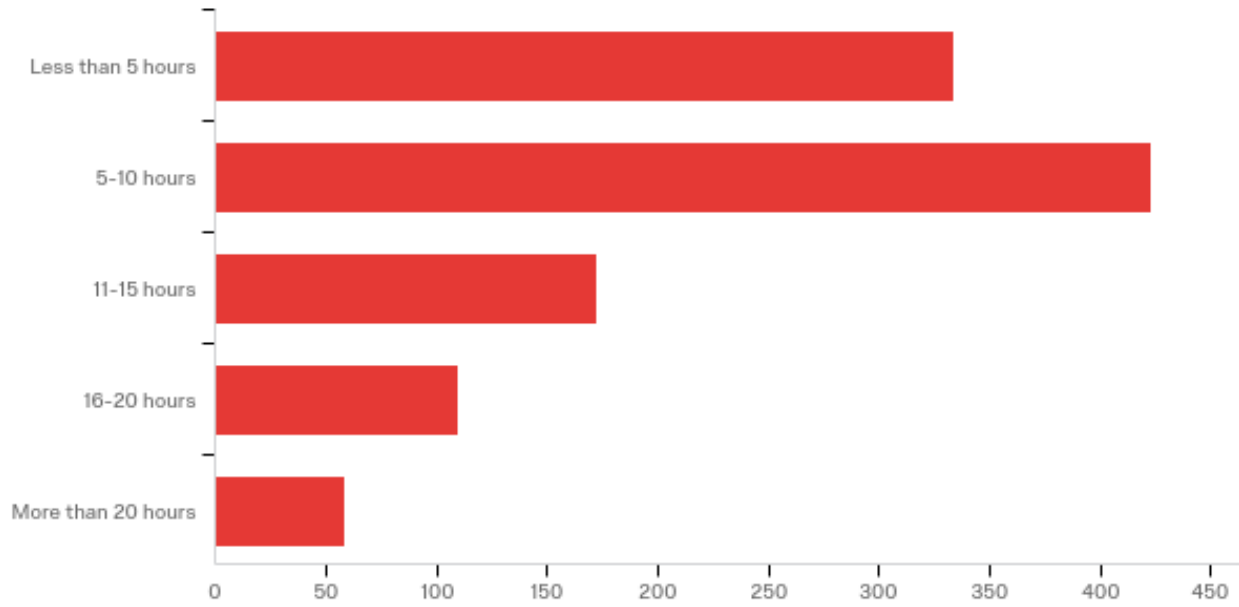
Answer	%	Count
Less than 5 hours	30.45%	334
5-10 hours	38.56%	423
11-15 hours	15.68%	172
16-20 hours	10.03%	110
More than 20 hours	5.29%	58
Total	100%	1097

**Please select the type of classes you have taken at UTC (Choose all that apply).**
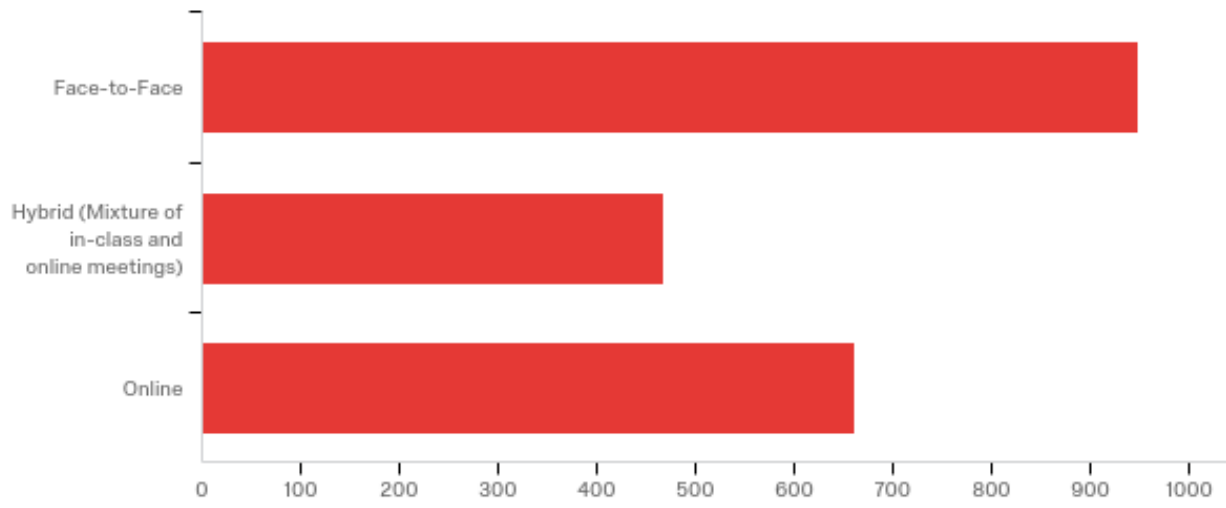
Answer	%	Count
Face-to-Face	45.67%	949
Hybrid (Mixture of in-class and online meetings)	22.47%	467
Online	31.86%	662
Total	100%	2078

How important is it to you that the learning management system be mobile-friendly?
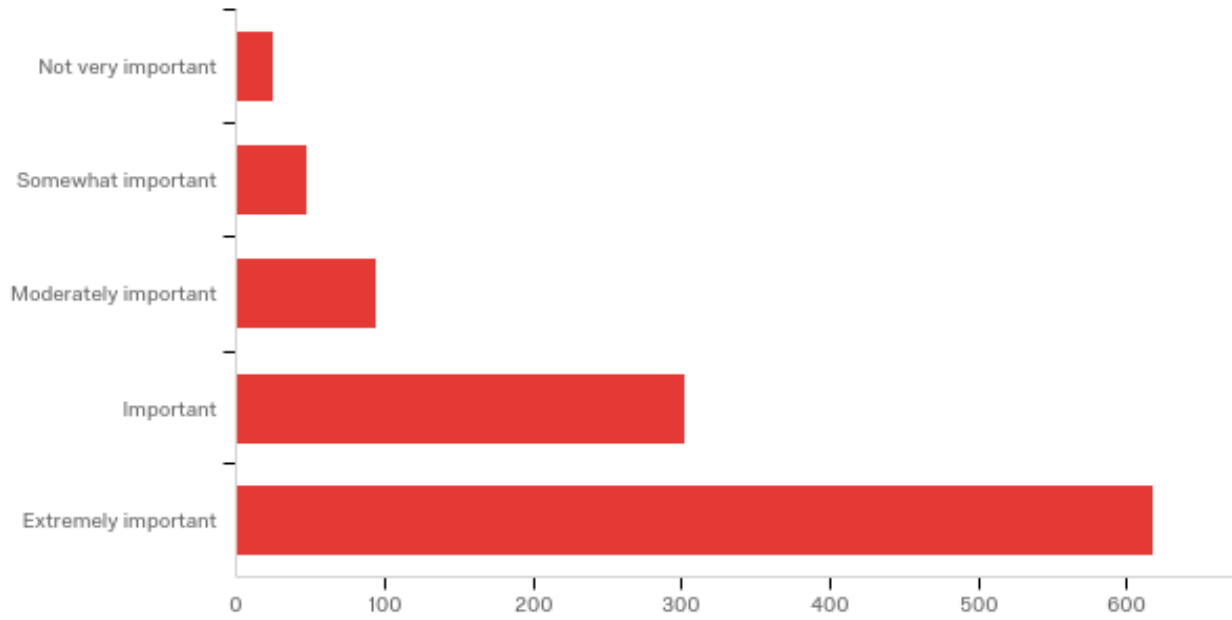
Answer	%	Count
Not very important	2.30%	25
Somewhat important	4.41%	48
Moderately important	8.64%	94
Important	27.85%	303
Extremely important	56.80%	618
Total	100%	1088

What is your satisfaction with the ease of use of UTC Learn (Blackboard)?
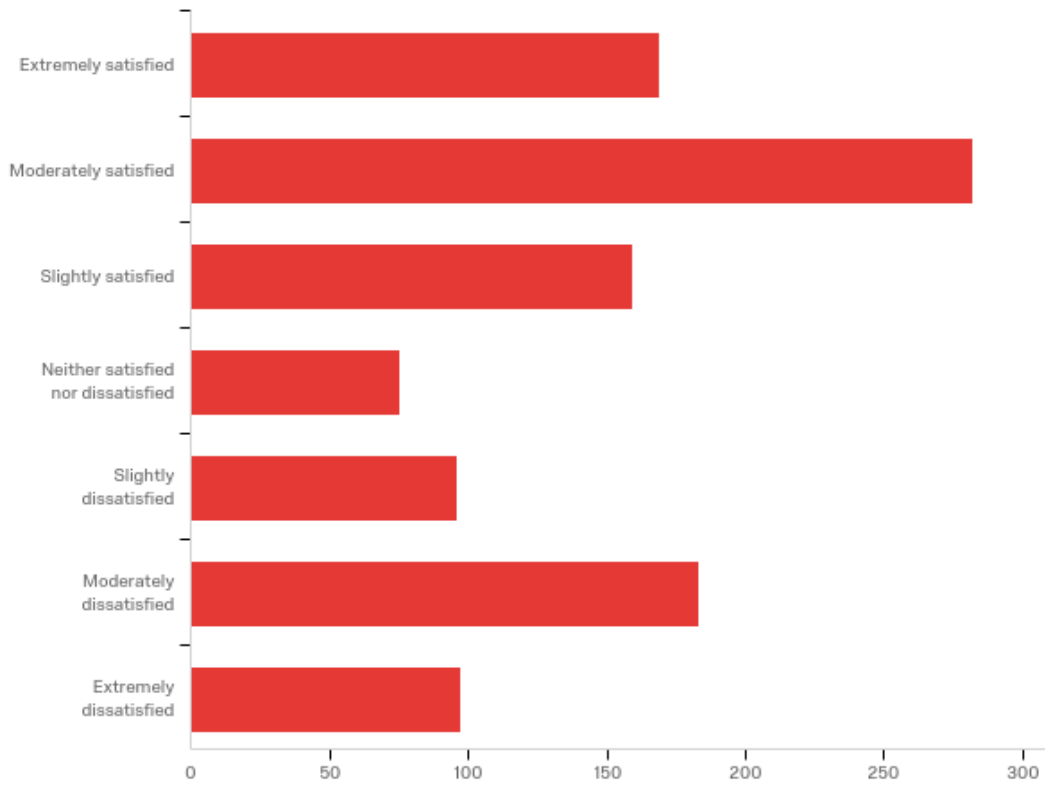
Answer	%	Count
Extremely satisfied	15.93%	169
Moderately satisfied	26.58%	282
Slightly satisfied	14.99%	159
Neither satisfied nor dissatisfied	7.07%	75
Slightly dissatisfied	9.05%	96
Moderately dissatisfied	17.25%	183
Extremely dissatisfied	9.14%	97
Total	100%	1061

# Where do you go for help with UTC Learn (Blackboard)? Choose all that apply.
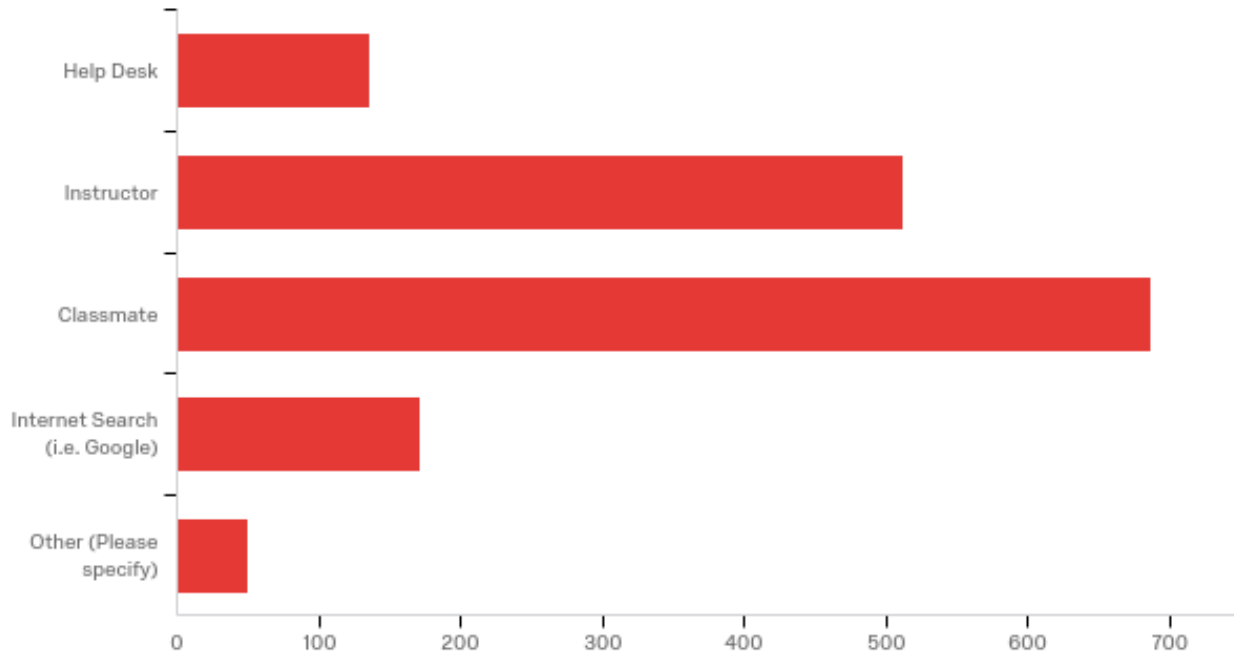
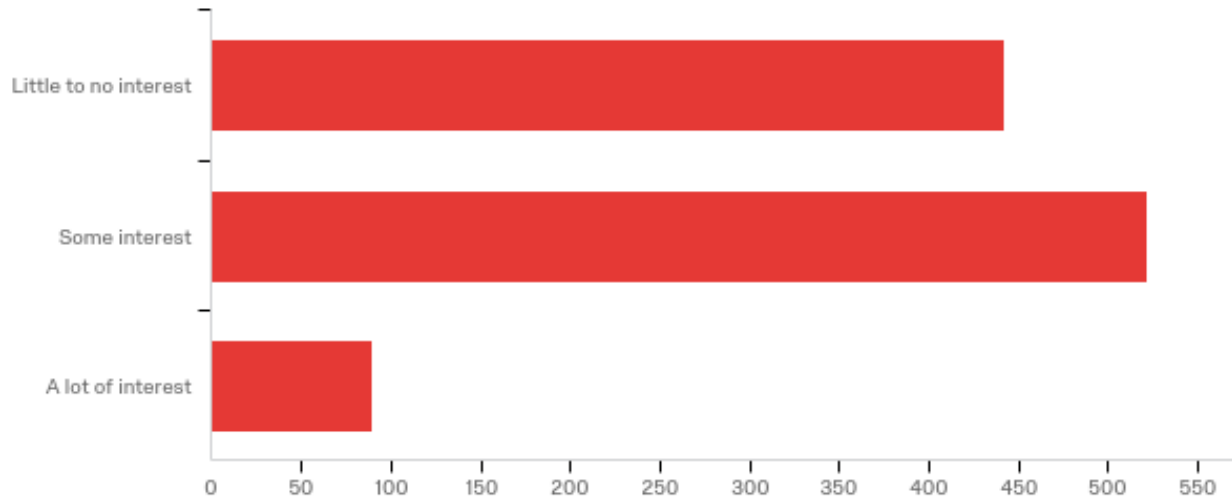| Answer	%	Count
Help Desk	8.74%	136
Instructor	32.90%	512
Classmate	44.15%	687
Internet Search (i.e. Google)	10.99%	171
Other (Please specify)	3.21%	50
Total	100%	1556

Other responses:

No help needed/taught myself (25); IT (7), Library (1), Walker Center (4), Advisor (2), Relative/Friend (3), Supervisor (1), Google (1), Help Topics on Blackboard (1), Life coach (1), Classmate (1)

**Do you use a mobile device to access UTC Learn?**
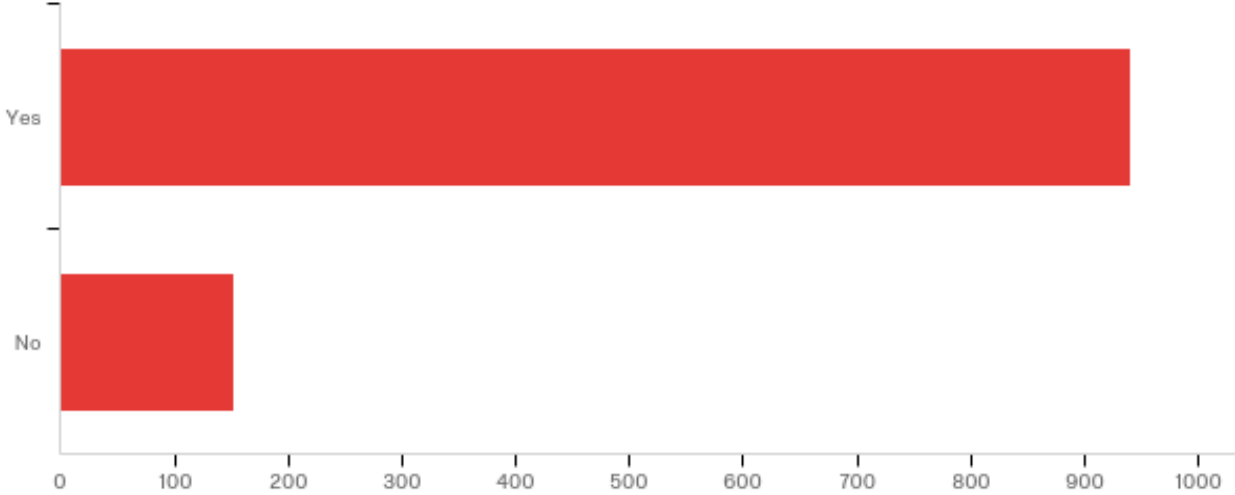
Answer	%	Count
Yes	86.08%	940
No	13.92%	152
Total	100%	1092

What is your level of interest in having more UTC Learn student support available?

Answer	%	Count
Little to no interest	41.94%	442
Some interest	49.53%	522
A lot of interest	8.54%	90
Total	100%	1054

How do you prefer to receive information from your instructors about your courses? (rank these options by drag and drop)
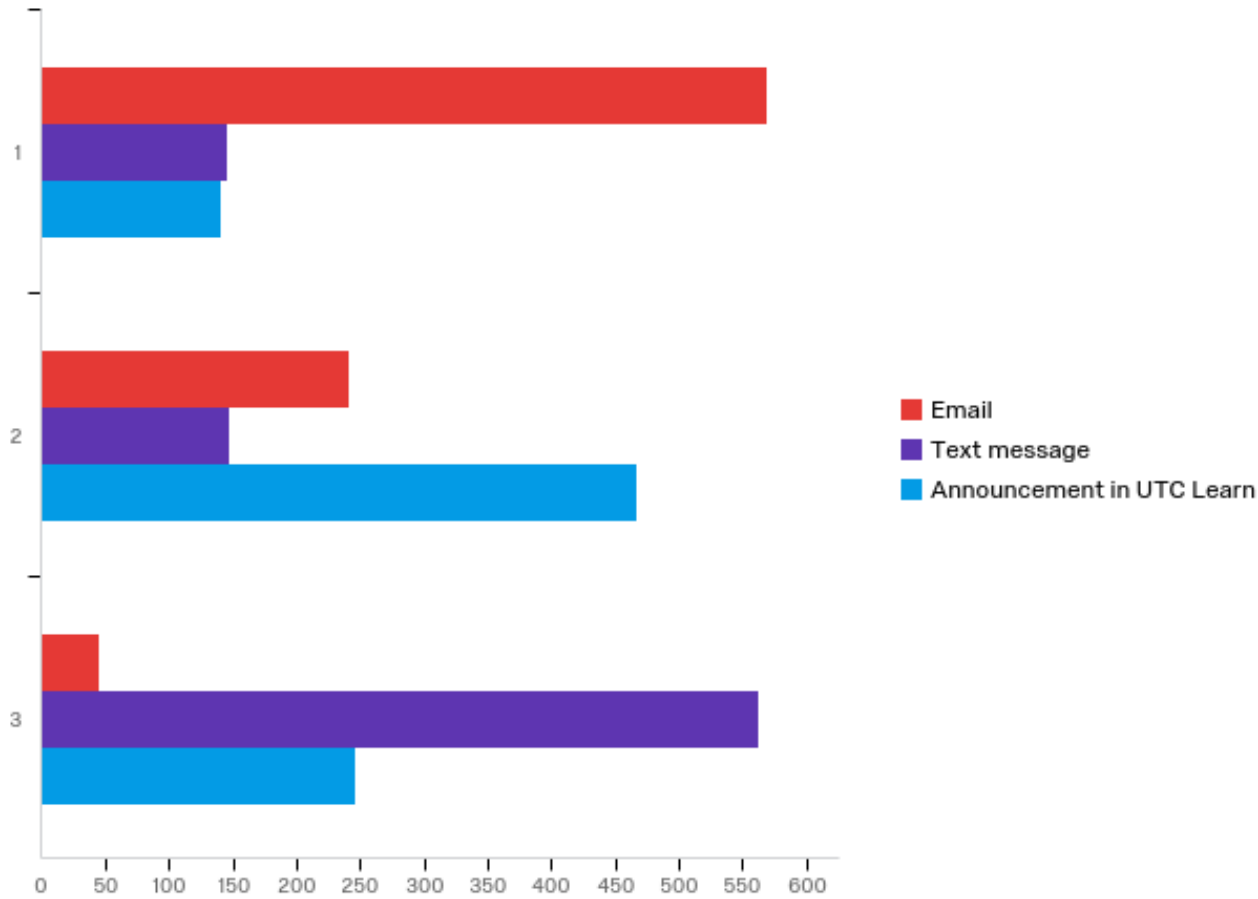
Question	1		2		3		Total
Email	66.55%	569	28.19%	241	5.26%	45	855
Text message	16.96%	145	17.19%	147	65.85%	563	855
Announcement in UTC Learn	16.49%	141	54.62%	467	28.89%	247	855

If UTC changed from Blackboard to another Learning Management System, what level of support would you need to make the transition?
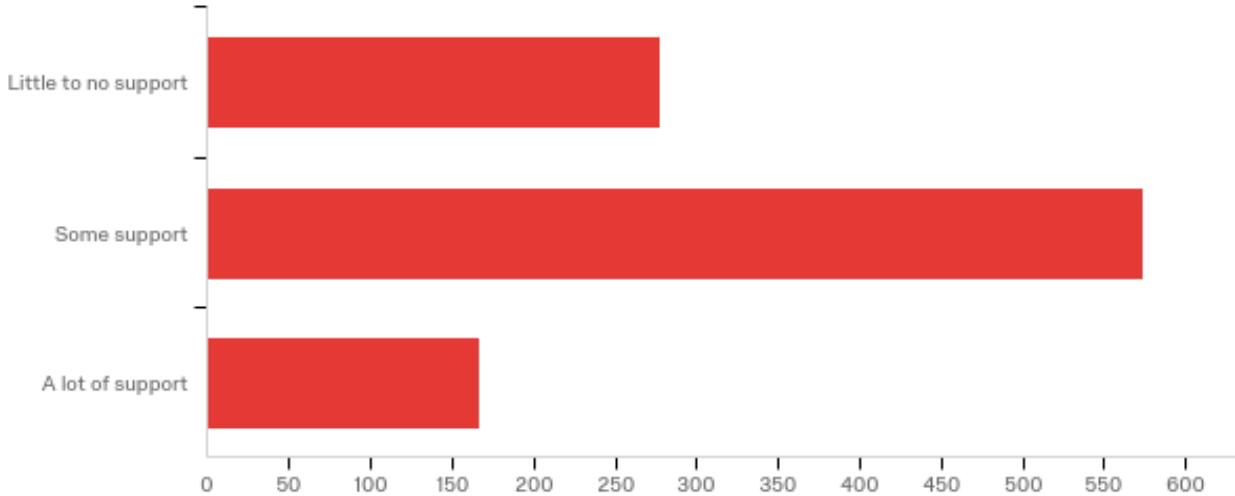
Answer	%	Count
Little to no support	27.28%	278
Some support	56.33%	574
A lot of support	16.39%	167
Total	100%	1019

What do you think is needed in a learning management system that is not currently available through UTC Learn?

More Mobile-friendly (50)

      Current app is not user-friendly, looks bad, doesn't work

      Grades hard to view on current app

      Needs better tools

Assistance (28): need assistance with UTC Learn

      24/7 help

      Live chat

      Tutorials/tips

      Help freshmen

Better Notifications (25)

      Get notifications texted to you

      Notifications don't go away, sometimes they disappear before you read them, sometimes you don't get an update

Chat (17): would like chat feature

      Live chat with students and instructors

Better calendar tool (14)

      Sync with phone/Google

      With assignment due dates

Better grade center (14)

      Grade calculator

      Predictive tool (if, then)

      Easier access

Better layout/visual appeal (11)

Other comments with frequency less than 10: Better email tools (connect with gmail), discussion board, assignments, announcements (get text), be able to view previous courses, easier collaboration with students, better text editing, get notification when being logged off, hard to maneuver from class to class, system needs to be faster, connect with mymocsnet, way to record lectures/take notes, better ease of use with Macs and safari, integrate with library resources, easier group work, more customization, tests are glitch/crash, needs search bar.