

Cover Sheet

Blackboard at ACC: Customer Satisfaction Survey

Dear Online Instructor:

Thank you for taking 15-20 minutes out of your busy day to complete this survey about the Blackboard system, training opportunities, and services offered by the Blackboard Support Team.

Please be candid in your responses. We would like to hear from *all* our current Blackboard customers; including those who are satisfied and those who have criticism.

Personal or identifying information is not requested; once this cover sheet is removed, your anonymity is guaranteed. Results will be compiled and reported in the aggregate, that is, for the sample as a whole or for subgroups within the sample, rather than in such a way that an individual's responses might be identified.

*Remove this cover sheet before returning your completed survey to **ACC Box #8**. In order to include your responses in the results presented during Q-days, please return the survey no later than November 12.*

I look forward to compiling the responses and helping the Blackboard Team improve support services and training opportunities at Arapahoe Community College.

Sincerely,

Suzanne Larsh

Suzanne Larsh, Ph.D.
Manager of Institutional Research
Arapahoe Community College

Cover Sheet



Blackboard at ACC: Customer Satisfaction Survey

Please allow 15 to 20 minutes to complete this survey.
Your answers will be used to improve Blackboard services at ACC.

Survey results will be provided at the Blackboard refresher workshop
during Q-days, November, 2004

PART 1: USER INFORMATION AND SYSTEM SATISFACTION



I *usually* access the Blackboard System from a computer located:

- at home
- in the ACC Annex
- in the main ACC building
- at another ACC site (Church Street, North Bldg., Art & Design Center, UCC, or Triad)
- Other: (please describe) _____

Comments about access: _____



I have used Blackboard for:

- about one semester
- two semesters
- more than one year
- more than two years
- over three years



I have experience with several other online delivery systems:

- WebCT (please indicate # of semesters) _____

Ecollege (please indicate # of semesters) _____

Other (please describe and indicate # of semesters) _____



I am an:

ACC adjunct faculty member

ACC full-time faculty member



While working with the Blackboard system, I am comfortable:

	<u>Yes</u>	<u>To some extent</u>	<u>No</u>
Using e-mail.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using the Message tool.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creating Announcements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using the new Blackboard 6 Assignment tool.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creating test pools.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drawing questions in random blocks from test pools.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using html content.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creating and using Discussion Forums.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using Cartridges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Imbedding images in my documents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Imbedding links in my documents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Archiving/making course back-ups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



ACC converted to a new version of Blackboard in May, 2004. In my opinion, the *new* Blackboard Release 6 system is:

Much better
 Somewhat better
 About the same
 Somewhat worse
 Much worse
 Cannot rate; I have no experience with the older version of Blackboard



My satisfaction with the *new* Blackboard system:

Overall

Consistently Satisfied
 Usually Satisfied
 As often Satisfied as Dissatisfied
 Often Dissatisfied
 Consistently Dissatisfied

Availability (ease and rapidity of access)

Consistently Satisfied
 Usually Satisfied
 As often Satisfied as Dissatisfied
 Often Dissatisfied
 Consistently Dissatisfied

User friendliness for me as an instructor

Consistently Satisfied
 Usually Satisfied
 As often Satisfied as Dissatisfied
 Often Dissatisfied
 Consistently Dissatisfied

User friendliness for my students

Consistently Satisfied
 Usually Satisfied
 As often Satisfied as Dissatisfied
 Often Dissatisfied
 Consistently Dissatisfied



Changes to existing Blackboard features may occur slowly. However, user satisfaction with features is an important first step. Please rate your satisfaction with the following Blackboard features:

Test Presentation options (prevents loss of student work if connection fails):

Very Satisfied Somewhat Satisfied Neutral Dissatisfied Very Dissatisfied I have never used this feature

Comments: _____

Course Copy (copies content from one course to another):

Very Satisfied Somewhat Satisfied Neutral Dissatisfied Very Dissatisfied I have never used this feature

Comments: _____

Manage Course Roster (add and remove students):

Very Satisfied Somewhat Satisfied Neutral Dissatisfied Very Dissatisfied I have never used this feature

Comments: _____

Assignment Tool (automatically creates assignment entries in the Gradebook):

Very Satisfied Somewhat Satisfied Neutral Dissatisfied Very Dissatisfied I have never used this feature

Comments: _____

Course ID Naming Protocol (allows faculty to work on multiple semesters of the same course):

Very Satisfied Somewhat Satisfied Neutral Dissatisfied Very Dissatisfied I have never used this feature

Comments: _____

"Wysiwyg":

Very Satisfied Somewhat Satisfied Neutral Dissatisfied Very Dissatisfied I have never used this feature

Comments: _____

Course Menu Management (reorders and creates new menu items):

Very Satisfied Somewhat Satisfied Neutral Dissatisfied Very Dissatisfied I have never used this feature

Comments: _____

Messaging (replaces external e-mail):

Very Satisfied Somewhat Satisfied Neutral Dissatisfied Very Dissatisfied I have never used this feature

Comments: _____

PART 2: COMMUNICATION



I receive updated information about how the Blackboard system is functioning:

- Much too infrequently
 A little too infrequently
 About right
 A little too often
 Much too often



Specifics provided about how the Blackboard system is functioning are:

- Not detailed enough
 Sometimes not detailed enough
 About right
 Sometimes too detailed
 Too detailed



Problems in accessing or navigating the Blackboard system can be due to a variety of causes. Please indicate your perception of the problem source(s) by distributing percentage points across the listed choices:

<p>Example: If you believe your computer is at fault half the time, and the Network and Blackboard share the blame about equally, your response would look like this:</p> <p>When I have trouble accessing or navigating Blackboard I believe it is due to:</p> <p style="padding-left: 40px;"> 25% The ACC network 25% The Blackboard System ___ My Internet Service Provider (ISP) ___ User error 50% My computer ___ I'm not sure </p>	<p>YOUR RESPONSE:</p> <p>When I have trouble accessing or navigating Blackboard I believe it is due to:</p> <p style="padding-left: 40px;"> ___ The ACC network ___ The Blackboard System ___ My Internet Service Provider (ISP) ___ User error ___ My computer ___ I'm not sure </p>
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I would prefer to learn about Blackboard minor problems and workarounds from:

- e-mail
 a centralized location on the internet
 a centralized location in Blackboard
 my colleagues

PART 3: YOUR STUDENTS



My students have difficulty with:

	<u>Seldom</u>	<u>Occasionally</u>	<u>Frequently</u>
Logging on	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opening assignments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Turning in assignments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using discussion boards.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contacting their instructor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking quizzes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Checking grades	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting technological support.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



My students participate in the following Blackboard orientation activities:

- I don't think my students participate in orientation activities
- I'm not sure in what activities my students participate

Free face-to-face orientation provided by the ACC Blackboard Support Team every semester

- I require attendance
- I encourage attendance
- students attend on their own initiative

Online readiness self-assessment available at: www.arapahoe.edu/online/selfassessmt.html

- I require self-assessment
- I encourage self-assessment
- students participate on their own initiative

Online orientation available at: www.arapahoe.edu/online/orientation.html

- I require online orientation
- I encourage online orientation
- students participate on their own initiative



I can help my students:

	<u>Yes</u>	<u>To some extent</u>	<u>No</u>
Log on.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collect and send messages.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use attachments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Change their password.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Open assignments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Turn in assignments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use discussion boards.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Take quizzes and exams	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check their grades	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Get technological support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identify browser problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identify Internet Service Provider problems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Find their ACC student ID #.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identify software problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PART 4: THE ACC BLACKBOARD SUPPORT TEAM

The ACC Blackboard Support Team is supervised by Lin Claussen. Team members are Kate Barnes, Margaret Puryear, Della Shorman, and Dave Trott. Your responses to the following questions will enable these team members to assess and improve support services.



I usually contact the Support Team when I have a problem or question about Blackboard by: (please check your one most preferred method)

- e-mailing or calling the Blackboard Manager, Kate Barnes
- dropping by a Support Team member's office
- using the 800 phone number
- using the Blackboard support phone number: (303) 797-5700, Ex. 6700
- calling the personal line of a Support Team member



During the Monday – Friday work week, I usually get a response from the ACC Blackboard Support Team: (please check the one most frequent response time)

- within 30 minutes
- within one hour
- within two hours
- within four hours
- the same day
- within 24 hours
- by the end of the next work day
- about 2 days later
- more than 2 days later



Generally, this response time seems:

- Outstanding
- Very good
- About right
- Somewhat slow
- Much too slow



Please provide feedback about the Support Team staff:

Knowledge	Has comprehensive knowledge of the Blackboard system; is skilled in recognizing problems and recommending solutions. Explanations are accurate and thorough. Does not often misunderstand problem or offer incomplete solutions.			
Kate Barnes	Lin Claussen	Margaret Puryear	Della Shorman	Dave Trott
<input type="checkbox"/> Excellent	<input type="checkbox"/> Excellent	<input type="checkbox"/> Excellent	<input type="checkbox"/> Excellent	<input type="checkbox"/> Excellent
<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Meets Expectations
<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Needs Improvement
<input type="checkbox"/> Cannot rate	<input type="checkbox"/> Cannot rate	<input type="checkbox"/> Cannot rate	<input type="checkbox"/> Cannot rate	<input type="checkbox"/> Cannot rate

Initiative	Displays willingness to approach Blackboard tasks; anticipates probable related problems or questions; demonstrates resourcefulness in approaching tasks. Does not minimize problems or seem reluctant to find solutions.			
Kate Barnes	Lin Claussen	Margaret Puryear	Della Shorman	Dave Trott
<input type="checkbox"/> Excellent	<input type="checkbox"/> Excellent	<input type="checkbox"/> Excellent	<input type="checkbox"/> Excellent	<input type="checkbox"/> Excellent
<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Meets Expectations
<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Needs Improvement
<input type="checkbox"/> Cannot rate	<input type="checkbox"/> Cannot rate	<input type="checkbox"/> Cannot rate	<input type="checkbox"/> Cannot rate	<input type="checkbox"/> Cannot rate

Customer Service	Good "customer support" attitude: is friendly, courteous, and willing to help. Establishes and maintains constructive relationships. Does not demonstrate favoritism or resentment based upon past interactions. Is not reluctant to spend time on routine tasks or resolving minor problems.			
Kate Barnes	Lin Claussen	Margaret Puryear	Della Shorman	Dave Trott
<input type="checkbox"/> Excellent	<input type="checkbox"/> Excellent	<input type="checkbox"/> Excellent	<input type="checkbox"/> Excellent	<input type="checkbox"/> Excellent
<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Meets Expectations
<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Needs Improvement
<input type="checkbox"/> Cannot rate	<input type="checkbox"/> Cannot rate	<input type="checkbox"/> Cannot rate	<input type="checkbox"/> Cannot rate	<input type="checkbox"/> Cannot rate

Professionalism	Focuses upon the task or problem at hand; demonstrates good coping skills even when under stress. Resists complaining about customers, the Blackboard system, ACC leadership, or other Support Team members.			
Kate Barnes	Lin Claussen	Margaret Puryear	Della Shorman	Dave Trott
<input type="checkbox"/> Excellent	<input type="checkbox"/> Excellent	<input type="checkbox"/> Excellent	<input type="checkbox"/> Excellent	<input type="checkbox"/> Excellent
<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Meets Expectations
<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Needs Improvement
<input type="checkbox"/> Cannot rate	<input type="checkbox"/> Cannot rate	<input type="checkbox"/> Cannot rate	<input type="checkbox"/> Cannot rate	<input type="checkbox"/> Cannot rate

Communication	Speaks and writes clearly; communication is simple, effective and concise. Adjusts language and terminology to the needs of the audience without "talking down" to less technologically inclined clients.			
Kate Barnes	Lin Claussen	Margaret Puryear	Della Shorman	Dave Trott
<input type="checkbox"/> Excellent	<input type="checkbox"/> Excellent	<input type="checkbox"/> Excellent	<input type="checkbox"/> Excellent	<input type="checkbox"/> Excellent
<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Meets Expectations
<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Needs Improvement
<input type="checkbox"/> Cannot rate	<input type="checkbox"/> Cannot rate	<input type="checkbox"/> Cannot rate	<input type="checkbox"/> Cannot rate	<input type="checkbox"/> Cannot rate

Dependability	Accepts responsibility for resolving problems or answering questions. Follows through, and gives updates on complex problems. Is not unpredictable regarding responsiveness or performance.			
Kate Barnes	Lin Claussen	Margaret Puryear	Della Shorman	Dave Trott
<input type="checkbox"/> Excellent	<input type="checkbox"/> Excellent	<input type="checkbox"/> Excellent	<input type="checkbox"/> Excellent	<input type="checkbox"/> Excellent
<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Meets Expectations
<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Needs Improvement
<input type="checkbox"/> Cannot rate	<input type="checkbox"/> Cannot rate	<input type="checkbox"/> Cannot rate	<input type="checkbox"/> Cannot rate	<input type="checkbox"/> Cannot rate

PART 5: BLACKBOARD TRAINING OPPORTUNITIES



My Blackboard training has included (check all that apply):

- The basic Blackboard 6.0 Training workshop
- Several workshops over the last few years
- Teaching and Learning Online at ACC (EDU 263 or EDU 225)
- Another for-credit college class about Teaching Online *within the last 2 years*
- Another for-credit college class about Teaching Online *more than two years ago*
- I am entirely self-taught



The amount of Blackboard training offered at ACC is:

- More than enough
 Plenty
 About right
 Somewhat limited
 Inadequate



Blackboard training requirements at ACC have been:

- Too stringent
- A little too rigorous
- About right
- A little lenient
- Too lax



Blackboard training events have been *scheduled*:

- Very conveniently
- Conveniently enough
- Somewhat inconveniently
- Very inconveniently



I would participate in future Blackboard/online teaching workshops:

- If they were offered online
- If they were offered face-to-face and conveniently scheduled
- In any format; I have no preference for face-to-face or online format
- No, (please indicate reason(s)): _____



I would like to attend workshops about: (please check all that apply)

- Advanced online course development techniques
- Online teaching practices (how to create better discussions, group techniques, etc.)
- Blackboard - fundamentals brush-up
- Blackboard - advanced topics (test pools, Respondus, HTML editors, etc)
- Cutting edge techniques - learning objects, creating flash applications, etc.
- Other: _____

YOUR COMMENTS, IDEAS, AND SUGGESTIONS



Please share your comments or suggestions about the Blackboard System, training, or Blackboard Support services at ACC: _____

Please use the back of this page for additional comments.

*Thank you for your time and attention in completing this survey
Please return your completed survey to ACC Campus Box #8*