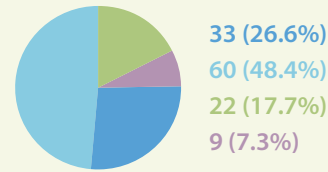


As part of our Learning Management System (LMS) review and decision process, we designed a detailed survey for all students enrolled in pilot courses. Of the over 1,000 students in our Blackboard Learn and Moodle test courses, 250 responded to the survey. Roughly half of the respondents were taking Blackboard Learn courses. Once the decision was made to move

to Blackboard Learn, we conducted a further study based on the survey data. We are using the results of this study to inform how we migrate courses and how faculty should best design courses to effectively engage students. Some of the results point to LMS-specific characteristics; however, most of the recommendations apply to any LMS.

How easy was it for students to use Blackboard Learn? 1

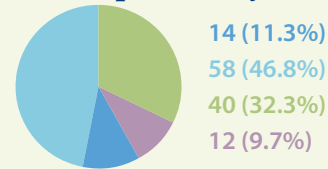
Blackboard Learn is Easy to Use



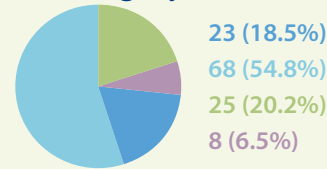
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

How did Blackboard Learn assist with student learning? 2

Using Blackboard Learn in This Course Has Improved My Learning

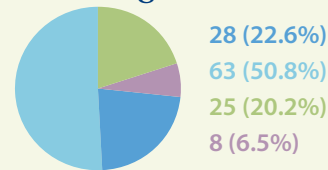


Blackboard Learn Fits My Learning Style

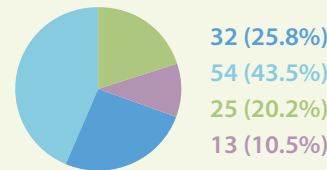


What were students' overall impressions of Blackboard Learn? 3

I Have Had a Positive Overall Experience Using Blackboard Learn

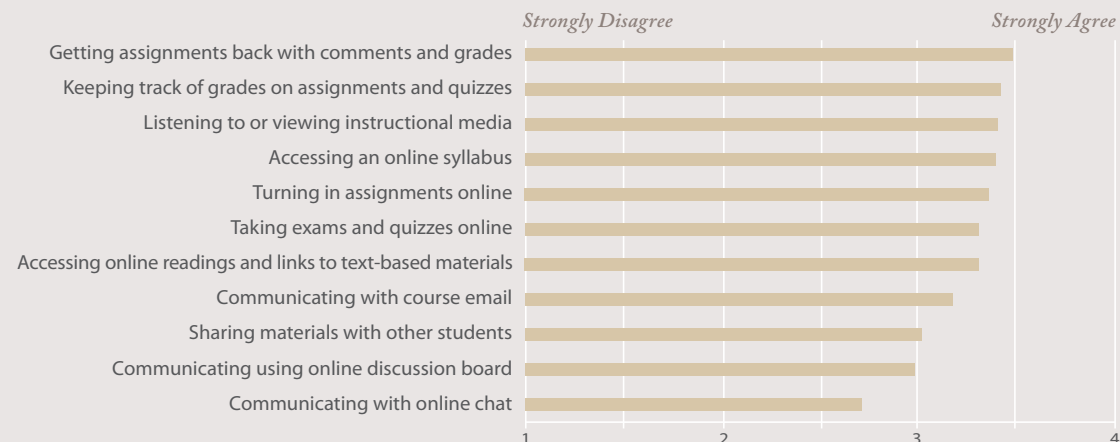


I Would Like to Take Another Course in Blackboard Learn



Which features of Blackboard Learn were most useful to students? 4

Please rate the following features in terms of how useful it is to you...



TOP FIVE BENEFITS OF BLACKBOARD LEARN

Benefit	Representative Student Comment	Recommendations for Instructors
Easy to use	"It seemed easy to use and more user friendly than Vista."	
Improved ability to learn material	"...we used the wiki tool, blog, and discussion board frequently. I feel these have improved my learning experience..."	Consider using wikis, blogs, and discussion boards to encourage student interaction.
Would like to take another course in Blackboard Learn	"Now that I know the system, another course would be easy to take on this."	
Fit learning style	"I enjoyed the virtual lectures. The only improvement that I recommend is a way to download the lectures for use in media playback form."	Create online lectures that students can download and listen to or watch on their mobile devices.
A positive overall experience	"It was easy to navigate and I can access it whenever I feel the need to study."	



TOP FIVE ISSUES WITH BLACKBOARD LEARN

Issue	Representative Student Comment	Recommendations for Instructors
A large learning curve	"...I had a hard time navigating the system for the first few weeks of the semester."	Build in some time at the beginning of the course for students to view online e-Learning video tutorials. Build in some low-stakes activities at the beginning of the course for students to practice navigating the course (e.g., uploading assignments, taking a quiz, reviewing their grades).
System design detracted from learning process	"I spent more time frustrated with the system than I did on the course material itself."	To make it easier to locate the course materials, try to reduce the number of clicks for students.
Access to activities and content is buried in the Tools link	"I didn't like that we have to go to Tools to access discussions, emails, and grades."	In the course menu, display links to the tools you are using in the course. In the course menu, hide links to tools you are not using in the course. Consider removing the Tools link altogether or giving it a name that makes sense to students.
Lack of notifications	"Notifications of new content would be helpful and would limit the time I spent checking for updates manually when there was nothing new."	Use the Home Page as the entry page with the following modules in view: To Do, What's New, My Calendar, My Announcements, and Alerts. Remind students that the message system will not notify them when they have a new message. They need to check their messages by clicking on the Messages tool. Use the Announcements tool to let students know when something new is happening in the course.
Not a positive overall experience	"I will avoid Blackboard Learn like the plague."	See recommendations above.

Recommendations for Blackboard Learn

- Consistently offer context-sensitive help menus for all activities—for both students and instructors.
- Integrate the message system into the notifications system.