

Staff and student survey of VLE use: engagement, usability, barriers and suitability

Introduction

The last VLE review was in 2006/2007, an update of this review is now required.

Research questions:

1. What is the current usage of the VLE at UHI?
2. How do users rate the usability of the VLE?
3. What are the barriers in using the online learning environment?
4. What elements/provision would improve the current service?

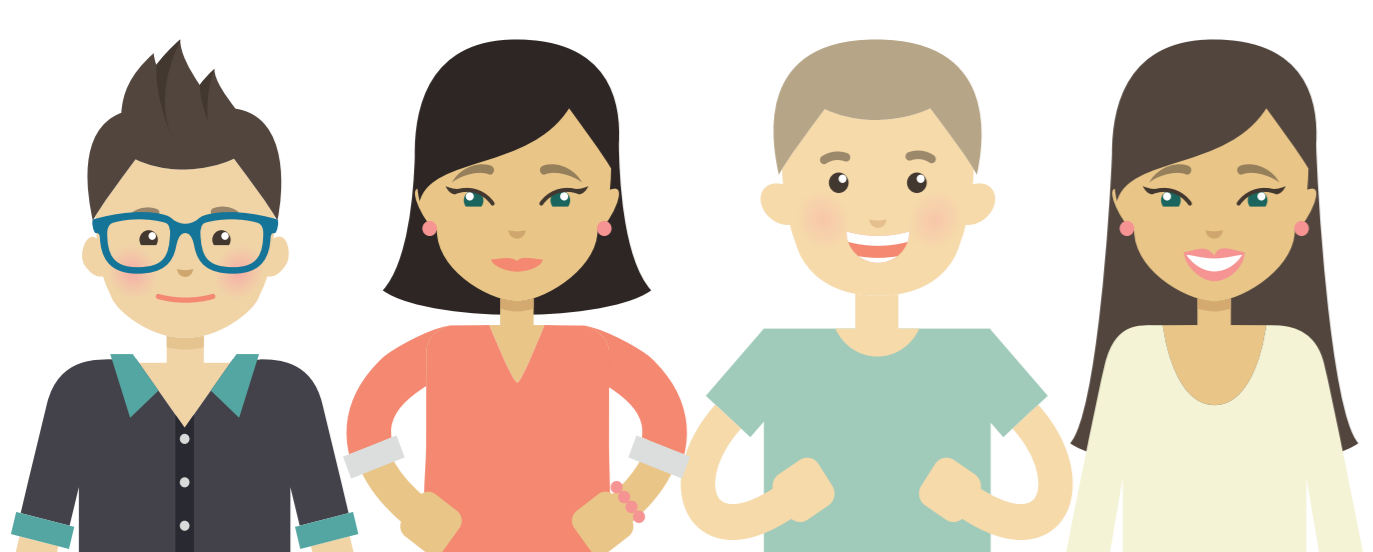


Methods

A mixed method design using an online survey and focus groups was used to gather data.

Demographic

691 Students
 185 Further education
 431 Undergraduate
 92 Postgraduate
354 Staff
 222 Lecturers
 77 Support staff
 47 Managers
 31 Researchers



Research Findings

63% staff
76% students
 use Blackboard more than once per week

9.4% staff
3.2% students
 are currently using Mahara

9.6% staff
2.8% students
 are currently using Medial Video Library

12% staff
10% students
 are currently using Collaborate

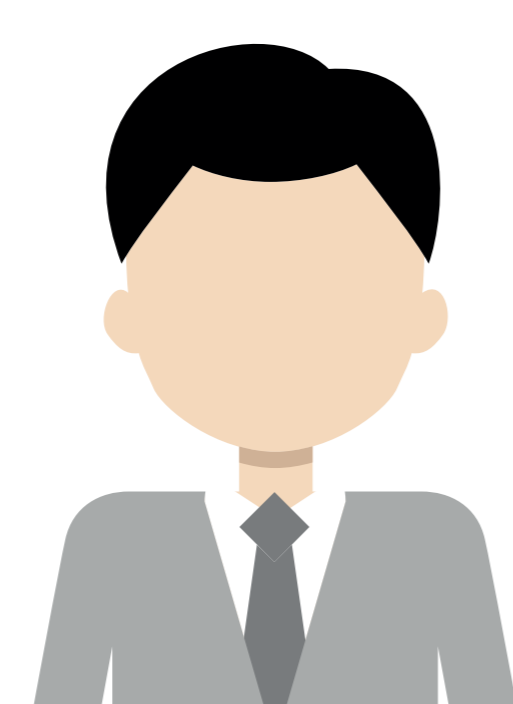
Usability Evaluation (out of 6 stars)



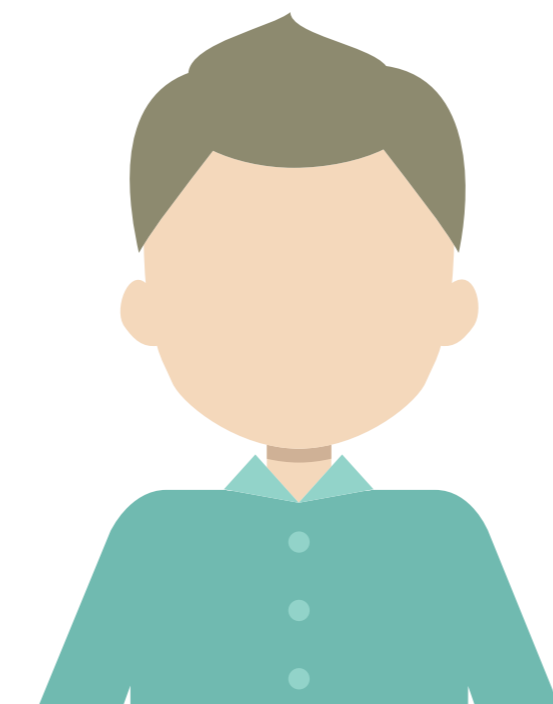
HE and FE

students have different frequency of use. HE students are more likely to use Blackboard more than once a week while FE students use it less frequently.

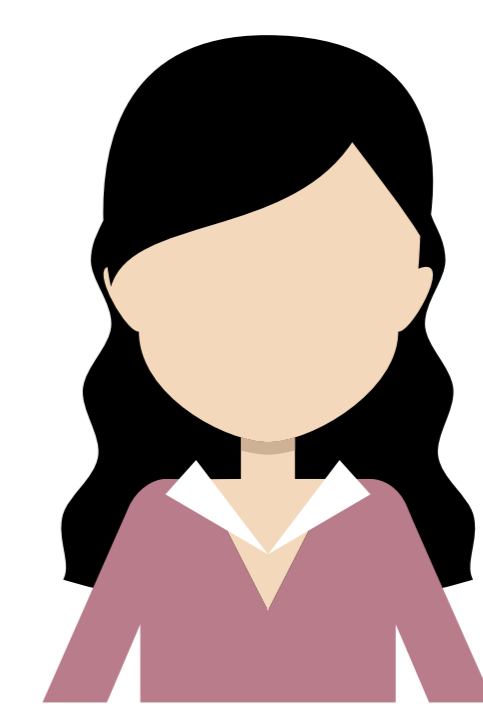
Staff and students are confident in using Blackboard



53%
 staff have intermediate proficiency

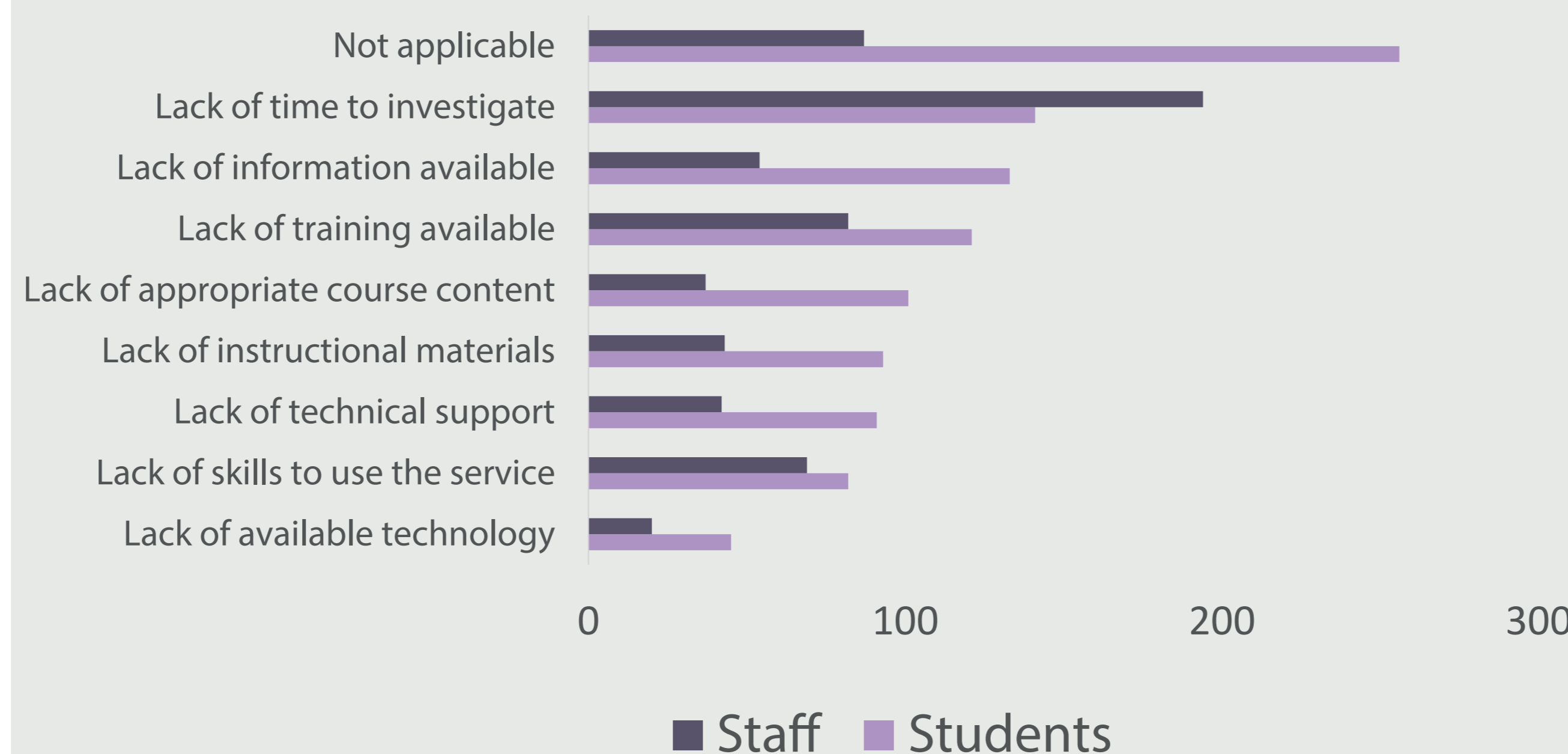


60%
 students have intermediate proficiency



75%
 staff and students are satisfied with Blackboard

Barriers in using Blackboard



Suggested Improvements

More training

Improved usability

Streamlining of service provision



Recommendations

1. On-site training facilities for staff and students to be able to access expert help and assistance when they need it.
2. Access to services may be improved by streamlining services, a portal incorporating all institutional technologies could enhance perceived ease of use which may increase satisfaction and actual use of the tools on offer.
3. A minimum standards agreement for VLE use may help both staff and students understand what is required and expected for successful learning and teaching online.



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