1. What is your primary role at Pepperdine University?

#	Answer		Response	%
1	Doctoral Student		47	5%
2	Masters Student		298	33%
3	Law Student		69	8%
4	Undergraduate Student		482	54%
5	Other (please explain)		4	0%
	Total		900	100%

Other (please explain)
Recently graduated Masters Student
MAETC
LL.M., Dispute Resolution
Staff Member and Masters Student

2. What is your primary school?

#	Answer		Response	%
1	Graduate School of Education and Psychology		133	15%
2	Graziadio School of Business and Management		209	23%
4	School of Law		69	8%
5	School of Public Policy		17	2%
3	Seaver College		468	52%
7	Interdisciplinary Program (e.g.. MBA/JD)		0	0%
6	Other (please explain)		3	0%
	Total		899	100%

Other (please explain)
offsite mba
Business School and Law School
BS/MBA

3. The majority of classes I take at Pepperdine University are:

#	Answer		Response	%
1	Face-to-Face in a classroom		861	96%
2	Hybrid or Blended (some classes online, some classes face-to-face)		23	3%
3	Online or Distance (all online or rarely face-to-face)		9	1%
4	Other (please explain)		2	0%
	Total		895	100%

Other (please explain)
Cohort based
Distance

4. How many classes are you taking this semester/trimester at Pepperdine University?

#	Answer		Response	%
1	1		44	5%
2	2		120	13%
3	3		103	11%
4	4		271	30%
5	5+		360	40%
	Total		898	100%

Statistic	Value
Mean	3.87
Variance	1.48
Standard Deviation	1.22
Total Responses	898

5. Which of the following learning management systems (LMS) have you used at Pepperdine University? (check all that apply)

#	Answer		Response	%
1	Blackboard		784	89%
2	Sakai		385	44%
3	TWEN (School of Law only)		81	9%
4	Don't Use		10	1%
5	Other (please explain)		23	3%

Other (please explain)
Study.net
google groups
Wiki
Moodle, Google Groups
eLLUMUNIATE
podcasts
Aplia
Conference Room
Moodle
illuminate
elimuniate
moodle
professor's personal website with course content
Wiki
dotlearn.com from one of my professors
Tappedin
e-reserve
A professors website
Teacher's website
GTO
Moodle
Aplia
Moodle

Statistic	Value
Total Responses	880

December 24, 2009

6. Overall, how would you rate your satisfaction with the following LMSs?

#	Question	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Responses	Mean
1	Blackboard	165	371	182	39	30	787	2.24
2	Sakai	103	158	85	30	13	389	2.21
3	TWEN	12	46	14	9	2	83	2.31
4	Other (from question 1 above)	3	9	6	3	3	24	2.75

7. If you have used more than one LMS, please read each statement on the left and identify the LMS that best describes each one. Otherwise, please skip to next question.

#	Question	Blackboard	Sakai	TWEN	Responses	Mean
1	Easiest to access / login	319	117	8	444	1.30
2	Best interface	180	223	11	414	1.59
3	Easiest tools	201	199	9	409	1.53
4	Most tools / features	171	222	12	405	1.61
5	Best built-in help	146	154	10	310	1.56
6	Most reliable / fewest problems	209	164	11	384	1.48

December 24, 2009

8. Of the classes you are taking this semester/trimester at Pepperdine University, how many use an LMS?

#	Answer		Response	%
1	1		138	16%
2	2		203	23%
3	3		185	21%
4	4		159	18%
5	5+		89	10%
6	None		101	12%
	Total		875	100%

Statistic	Value
Mean	3.18
Variance	2.46
Standard Deviation	1.57
Total Responses	875

9. During the semester/trimester, how often do you interact with your LMS?

#	Answer		Response	%
5	Daily (once or more per day)		188	21%
3	Once a week		150	17%
4	Few times a week		322	37%
2	Few times a month		84	10%
1	Few times a semester/trimester		50	6%
6	Don't Use		81	9%
	Total		875	100%

10. How would you describe your experience level with learning management systems?

#	Answer		Response	%
1	Beginner		150	17%
2	Intermediate		508	58%
3	Advanced		168	19%
4	Don't Use		47	5%
	Total		873	100%

11. How would you describe your experience level with technology in general?

#	Answer		Response	%
1	Beginner		47	5%
2	Intermediate		476	54%
3	Advanced		352	40%
4	Don't Use		4	0%
	Total		879	100%

12. What functionality do you CURRENTLY use within your LMS? (check all that apply)

#	Answer		Response	%
3	Course Documents/Resources		733	87%
6	Grades		611	72%
1	Announcements		511	61%
2	Email		403	48%
4	Turnitin Assignments		338	40%
5	Other Online Assignments		331	39%
7	Discussion Board/Forum		274	32%

13	Quizzes / Surveys		212	25%
16	My Library (use the My Library tool to identify your subject librarian and access library links)		121	14%
11	Scheduling / Calendaring (manage your class and activity schedule in the LMS)		105	12%
10	Online Storage (store and share files in the LMS)		76	9%
9	Online Meeting / Elluminate (participate in online conferencing in the course)		65	8%
14	Blogs		47	6%
12	Tasks (manage your to-dos and tasks in the LMS)		45	5%
15	Wikis		34	4%
8	Chat		14	2%
17	Other (please explain)		13	2%

Other (please explain)
I don't use LMS, just Blackboard
class roster
To turn in final paper because that's the only option to do so.
Timesheet
Roster
Roster
none
?
Email
What's LMS?
Teachers' links
He posts a grade sheet as a course document; Syllabus

Statistic	Value
Total Responses	844

13. I believe the following technologies are CRITICAL to course-related activities: (check all that apply)

#	Answer		Response	%
7	Learning Management Systems (e.g. Blackboard, Sakai, TWEN, etc.)		432	57%
4	Group calendar (e.g. Sakai course calendar, Google Calendar, etc.)		346	45%
9	Online quiz / test tools		344	45%
3	Online File storage systems (e.g. Xythos Anywhere Storage, Sakai My Workspace, Blackboard My Content)		335	44%
2	Collaborative sharing tools (e.g. Xythos Anywhere Storage, Sakai project sites, Google Docs, etc.)		322	42%
11	Online media (e.g. iTunesU, YouTube, CNN, etc.)		251	33%
10	Online survey tools		240	31%
8	Your instructor's personal Web site		240	31%
5	Handheld Devices (e.g. iPhone, Blackberry, iPod Touch, Palm, etc.)		238	31%
14	Social networking Web sites (e.g. Facebook, Twitter)		194	25%
6	Instant Messaging (e.g. Google Talk, AOL Instant Messenger, Yahoo Messenger, etc.)		169	22%
13	SMS text messaging (text messages via cell phones)		159	21%
15	Student response systems (e.g. clickers)		129	17%
12	RSS News Feeds (e.g. New York Times feed)		89	12%
1	Blogging tools (e.g. Sakai course blogs, Blogger, LiveJournal, etc.)		84	11%
16	Other (please specify)		19	2%

Other (please specify)
I am not qualified to evaluate this.
SMS Poll, attendance, quiz etc.

None of these are critical - unless the children have some need for computers
Library
telephones
Teachers that use LMS
Email
Unlimited email storage
email
Library services
Wikis, photo/video sharing
none
Easy way for conference Calls
Library Services/Book and Journal Search Engines for Research
none
ihavethatbook.com

Statistic	Value
Total Responses	764

14. Thank you for your valuable feedback! We welcome any comments you have about learning technologies at Pepperdine University.

Text Response
I hate Pepperdine's exchange server. It doesn't allow searches.
You need a system that works and doesn't lose information and waste our time having to re-enter things.
Making access to blackboard a one step process, versus numerous clicks to get to the site would be nice.
simple, reliable solution that we can access from anywhere to get course materials, turn in assignments, and interact w/our classmates or professor as needed.   Thanks for providing this necessary service/tool.
It would be better if the professors utilize the LMS more for posting information. Often times, it is used in the beginning of the program for the syllabus and initial assignments, but as the trimester progresses, the utilization reduces.
The professors do not utilize Blackboard to the degree that I would have expected them to (compared to professors at my other universities). Some of them claim to be "technologically challenged," and others simply do not choose to use Blackboard other than the bare minimum (i.e. posting a reading). The other technologies have not been introduced to me as of yet.

It would be very nice if all professors exclusively used one site instead of several so that I can manage all my classes through one. It would be very convenient that way.

Promote Sakai more...I hear Blackboard has a lot of issues and it's expensive!

I think Sakai is easier to use then Blackboard except for the login. I wish more professors would use these learning systems. Currently only about 1/2 do.

It's disapppointing that the various Pepperdine platforms are either not linked or poorly connected. There is nothing intuitive about running across these systems. My expectations based on experiences at other costly private institutions leave me disappointed in Pepperdine's offerings and the use or lacking resourcefulness of both faculty and staff in the arena.

I also use Blackboard in my work, I would say there are some features that should be incorporated into Sakai, such as ratings for forums. I think each LMS has it's challenges and benefits.

TWEN is awful.

I think there is still a lot of improvement can be done on blackboard. E.g. when you click on the announcement, you can't go to any other links of the course, unless you click "back" or go back to the home page. That's so inefficient!

I wish more professors would use blackboard and such. most do not

I believe that Blackboard has been helpful, but I find it annoying that all systems do down on Saturday night. A lot of us work and don't get a chance to do school work until after hours, so this is extremely inconvenient. And I can't imagine that it's necessary to update the system every single week.

I took this survey to say that you guys should remove classes on Black Board that I am finished taking. My past classes just make it more difficult to find my current classes. Also Black Board, because it is such an effective and well used tool, should be better organize. Overall, tech and tech help at Pepperdine is excellent.

I'm an admin of a number of "TWEN Classes" for various clubs and find it to be non-intuitive at best and backwards at best. I don't know anything about the other LMSs but they must be better since it would be difficult to be worse.

I find Blackboard very useful, and I wish more professors would use it to post class grades, docs, etc.

Sakai is better than blackboard but it is slower to load on a range of internet connections. The gradebook is much better on sakai.

Blackboard was decent, but Sakai is an improvement in pretty much every aspect.

Professors need to actually utilize the "assignments" feature as opposed to just having us upload into the dropbox.

I really like Saikai!

I didn't really like Sakai. I kept having glitches that would come and go. The layout was also not as easy to navigate.

Drop Blackboard--Sakai is so much better.

Sakai is overall a better user experience, but they need to add an option to email the entire class

blackboard is much faster and more efficient than the Gaucho Online Network I used at UCSB!

Professors need to use tools on Blackboard more often, i.e. gradebook.   None of my professors have used Sakai or Xythos this semester, but I have heard positive things from other students. Predominately

relating to document sharing/posting for other students.

while all of my classes this trimester used either Blackboard or Sakai, not one of them offered any actual instruction on using these two IT resources. I believed that both of these technologies are very powerful and may be a useful resource in my future studies, but once classes begin, I never have the time to learn anything other than the ABSOLUTE BASICS. This is the same story for my classmates. Almost no one knows how to use these programs for any other than acquiring the course syllabus and getting grades. It is unfortunate that the university has put a large amount of financial resources into acquiring these technologies and zero financial resources into teaching students how to use them!

I think Sakai is great, I like it way better than Blackboard. But please work out its kinks! For example, we have had a lot of problems with Assignments appearing and the professor being able to post comments on our work.

Honestly, the Sakai-Blackboard debate is not that relevant to me. I slightly prefer Blackboard, but not by so much of a margin that I would pay significantly more for the system. Tuition is too darn expensive already.

Blackboard is clunky Sakai is better but all the profs who use it are bad at the Internet. Except detweiller He has a good setup. Texting attendance polls in class and quizzes are all very helpful. Google pepperdine email needs to a better site design. Just my $.02

All professors should use blackboard in the same capacity.

The discussion board on blackboard does NOT work (for posting) with Firefox, not Firefox 3.5 at least. I primarily use Firefox, so to have to open Internet Explorer, login to Blackboard, and navigate through the discussion board when I wish to post a comment is a bit of a bother. I don't know how much control you would have over what browsers can work, but that would be something nice to fix for the future.

More professors should utilize these Learning Management Systems.

I recommend a switch to Sakai - it has a much nicer look and is much easier to use.

I have used only Blackboard at school so far and other than the Information Systems class, professors don't really require us to use Blackboard. Also, professors' use of Blackboard is inconsistent. For example, very few professors use the grades section (or use Blackboard at all); some syllabi are posted under the syllabus section and some are under Course Syllabi in Wavenet. There should be more consistency.

Too many e-mails from TWEN

Teachers do not use the learning technologies as much as they probably could.

My main problem was the double login process. If there's a way to streamline this it would be easier to access, if possible.

I understand that Sakai is more cost-effective than blackboard. Blackboard just feels bulky and annoying. Sakai has a much slicker look-and-feel.   I think that to use all of the features any LMS is more trouble than it's worth and overkill. KEEP IT SIMPLE. I want a way to view my grades, download course documents, and turn things in. I know my way around technology but am still a Luddite in a lot of regards. I still think pen and paper is the best way to take notes in class, and am generally annoyed when I am unable to do things the old-fashioned way.   I want to see features that add conveniences to--not replace--traditional classroom activity.

I don't like how lately when I open Sakai for my Com 301 class, it asks me to make a Network ID profile. I thought my login was the same as my Wavenet, which usually works.

I like the learning technologies, but I don't like that different classes use different systems. It would make things much easier if there was one system professors were required to use.

Sakai is nice but I don't see a huge difference

I love sakai...please get rid of blackboard. it is so confusing

so far, very satisfied.

I think we should have a flashcard program on blackboard where we can either make flashcards privately or open the file to share with other students. I also think it would be very beneficial to open some sort of link where students within the class can state whether they want to form study groups & give their email or phone number so that students can meet for group study or there could be some sort of link where students are able to see a list of other students or assistants who are willing to tutor paid or nonpaid so that its easier for us to get the help we need to be successful in our Pepperdine courses. (I think Pepperdine is at a big loss for not having the tutoring resources that most other schools have available. We only have the writting center to check papers, a tutoring place for only general chemistry students, or we have to ask past students for tutoring.)

we need a way to know when our group sections are updated in blackboard. For instance, if a group is set up for a class for students to share files, we need a way to update an existing file and to know when a file is updated or added to our group area via email. So, after an update/addition occurs, the system (Blackboard) should update the group. This should be configurable though. That is, not every group area may need such functionality. The group members should be able to switch this functionality on on a group by group basis.

sakai is WAY better than blackboard - it's faster and easier to understand

Sakai's tabs were wonderful. I also appreciated the Drop Box and Rescources. Blogs were only used in my Spanish class but they were great for that. And honestly, the colors for Sakai were much more inviting than those of Blackboard.

How come no teachers post my grades on blackboard? It is really frustrating not knowing what grades I have in the majority of my classes. I don't like how you have to sign in every time you use sakai.

The ability to post course materials on Blackboard has been very convenient and eco-friendly because I can avoid printing documents unnecessarily.

The technologies are rather easy to learn, but I believe that there should be sessions, for Convocation credit, that offer assistance in learning how to handle the online systesm, such as Blackboard, that are sponsored by Pepperdine University.

Teachers should be required to use Blackboard or Sakai more than they do. They should at least have to put grades online.

blackboard and sakai are kind of the same to me, i just would like all my classes to be on the same one.

Blackboard works fine, I'm not sure why you are switching to Sakai. Its not as streamlined, more confusing to get around on, and have not worked on multiple occasions.

Blackboard is ridiculous in its complexity. I shouldn't have to drill three levels into each course I take to get my syllabi.

I am happy with the change to Sakai.

I love Sakai.

Love Blackboard, I have not tried the others and don't feel I have to at this time. However, I have been

using the Blackboard iPhone App as well and, it needs to be furthered developed. Much room for improvement for the app. I simply stopped using it. Too Unreliable.

All teachers need to use this and update it frequently.

I have noticed that the system breaks down sometimes, it would be even better that you can solve this problem. Thanks:-)

The weekly maintenance that is scheduled to be completed by Sunday at noon is usually not completed in time. This is very inconvenient, because email and Blackboard are unavailable, so work is delayed. Please be more aware of completing the maintenance on time.

I actually prefer it when the professor doesn't rely on Blackboard.

Twen is alright. The interface could be better but overall it works well because I always know that the is a central location to find the information that I need.

Both Sakai and Blackboard are awful and incredibly slow. There has to be a faster system out there.

Sakai is a step up from blackboard if you can get the bugs worked out. I like the fact that we can easily create our own sakai groups.   Please don't ever mention Twitter again or you're seriously going to see a Graziadio revolt. We don't have time for that crap. Might be fun for the undergrad kiddies, but not for FEMBAs.

Sakai is way better than Blackboard. Also, more professors should use one of the two

No no no...thank you!

It'll be ideal if there are more online demos of the tools in LMS.

If teachers are going to have Blackboard or Sakai accounts, they need to be proactive and organized in their utilizations.

Not all of the professors at Pepperdine use LMS to the same extent so it makes them less effective. It also makes syllabus and grade retrieval, turning in assignments, etc more subjointed for students, which could be solved if all of the professors were on the same page when it comes to the LMS.

pepperdine does a great job   Pepperdine does a great job and i am loving it

I am significantly more satisfied with Sakai than Blackboard. It has been especially helpful in a Spanish phonetics class with Prof. Thomason because he is able to record our presentations and then post them on Sakai.

n/a

Good technology but teachers just need to become more familiar with learning technologies to take advantage of this resouce

I think Blackboard is a wonderful website. It is very effective. I especially like how professors can post announcements, lesson materials, and powerpoints on Blackboard for the students to access. It has helped my learning, and it has also been a very efficient way to get simple information about my classes.

The only thing I don't understand is why we have multiple LMSs to deal with. When I have to check my e-mail, Blackboard, Sakai, AND my syllabus just to stay up to date with my classes, things get jumbled up and confusing. What is more, only a few professors in my experience use Blackboard or Sakai at all, and those who do either stop using it after a while, or they only use one or two of its available features. It would be nice to have only ONE system so that everyone can get behind it. But that's just my 2 cents.

Have professors use blackboard more for posting materials. To much paper is wasted in class.

I dislike both Sakai and Blackboard. Neither are intuitive. They both create more problems than they should

The passwords are too long.

Sakai has been great to work with this first semester of grad school for me.

I use Sakai in one of my classes. Sometimes, it seems a little confusing. But, overall it's good. However, I cannot directly log into Sakai, the cas wont let me go to the sakai page and log in, but rather I have to go through wavenet. I can, however, go directly to blackboard.pepperdine.edu and log in without going through wavenet. This is something I do think should be a tool for sakai.

Please offer classes/seminars at beginning of each semester to help students/teachers/staff to become familiar with system. The webpages themselves are a maze and not very well organized. It is difficult to find things, links are vague, layout is cluttered and uninteresting. Overall, the whole format needs to be overhauled.

The individuals offering the course tend to get flustered and annoyed with Blackboard and there for do not utilize it in the way it was intended. If every instructor were able to understand how to make it operate the way that they wanted it to I am sure it would be a much more utilized tool.

The most important thing that IS NOT on sakai but is on Blackboard is the ability to email your classmates through the roster option.   Sometimes you can't remember someone's names and need to email them or you need to email the class telling them you need a partner, etc. and it is very useful to have that kind of tool.   This year Blackboard disabled that function which was a bummer. Or at least they didn't upload rosters or something.   Sakai has a much cleaner and easier interface, but if it had that tool it would be much better.   Also, turning in assignments is pretty confusing on Sakai. There's like multiple places to turn things in (dropbox or directly to assignment) but there should just be one place to avoid confusion.

I am a teaching assistant and we use Sakai. It's a great program, but the user interface needs help - it's not as user-friendly as it should be. It can be difficult to navigate to where you want to go. For example, if you're grading a paper, the links in the box on the left are largely useless. You can't click assignments to go back to the assignment list. You can't click back to go back to the assignment list. There's only one button you can use, and you have to pause and search for it - this is not intuitive, and the problem exists throughout the navigation of the site.

Blackboard has been really useful to use in contacting classmates.

They are fine but not all professors use them.

None.

They are essential since my courses are distance learning.

I like the PORTAL it is great to go to email and then pop over to Blackboard. Keep the portal running fast and smooth. Repeated log ins is weird.

TWEN is great but difficult to log in- always have problem w/passwords

ALL PROFESSORS NEED TO USE THE SAME SYSTEM AND HELD ACCOUNTABLE TO IT. I PAY SO MUCH MONEY AND I FEEL LIKE THERE IS NO ACCOUNTABILITY OR CONSISTENCY.

I've only had one professor that really did much with Blackboard, but even then it really didn't add anything to the class, just made it electronic.

Add more storage space (sending and storing abilities) for Sakai.

I don't like how al teachers use something different. Please make it uniform.

If professors used the tools more, then students would as well.

I haven't used Sakai that much, simply because it was too difficult to figure out the navigation, and I'm pretty sure my professor gave up too and just went back to Blackboard--or at least posted everything in both.

Some professors use Blackboard, however most do not take advantage of the functionality. Professor's should have training on the system so they can utilize the benefits with their students.

I think professors should use the blackboard system to help students keep up with their assignments and grades. The option of calculating your grade in classes that use blackboard is very worth while, and it is disappointing that not all professors or even most use this system.

Statistic	Value
Total Responses	138