MyGateway Student Survey Report: Fall 2013-Spring 2014

Robert O. Keel

June 16, 2014

Purpose

The ongoing evaluation of technology-enhanced credit courses, making use of the course management tool, MyGateway, documents the experiences of two key stakeholder groups: enrolled students and teaching faculty. The questions and subsequent analyses here identify essential support strategies for faculty who use technology to improve learning experiences for students. Objectives include:
- Documentation of improvements in UMSL students' computing capabilities and sophistication,
- Documentation of the use of MyGateway by students in FS 2013 and SP 2014[1], and,
- Demonstration of indicators of optimal teaching and learning interactions between and among faculty and students.

Methodology

The FS 2013 and SP 2014 Student MyGateway/ITS Lab Surveys (see, appendix 1, page 25) were available to all enrolled students at UM-St. Louis via the MyGateway course management system. All students logging on to the system had access to a survey link. Additionally, students were notified of the survey's availability via campus email. The evaluation period ran from November 10 through December 9, 2013 for the fall survey and April 2-May 11, 2014 for the spring semester. **Completed surveys numbered 969 for the FS 2013 survey and 789 for SP 2014 (approximately 8.1% of all active student users of MyGateway at UMSL for FS13 [11,901] and 6.5% of all active student users during SP14 [12,090]).**[2] This report also presents data from previous surveys dating back to FS 2002 for comparison and long-term trend analysis.

Demographic Profile

Survey respondents

The distribution of student respondents by academic level, transfer status, and academic unit, although not a random or representative sample of the student population, does come close to representing the characteristics of student at UM-St. Louis. The following figures (1, 1a, 2, 3 and Table 1) represent the academic level, transfer status, and course of study for the respondents to the FS 2013 and SP 2014 surveys.

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[1] The designation for the spring semester changed from "WS" to "SP" in 2009.

[2] Active student user data from the MyGateway tracking log. Registrar's enrollment figures: FS13:12,108; SP14:11,724 Enrollment data from the registrar's enrollment reports: http://www.umsl.edu/~registration/Faculty-Staff/registrar%20enrollment%20reports.html.

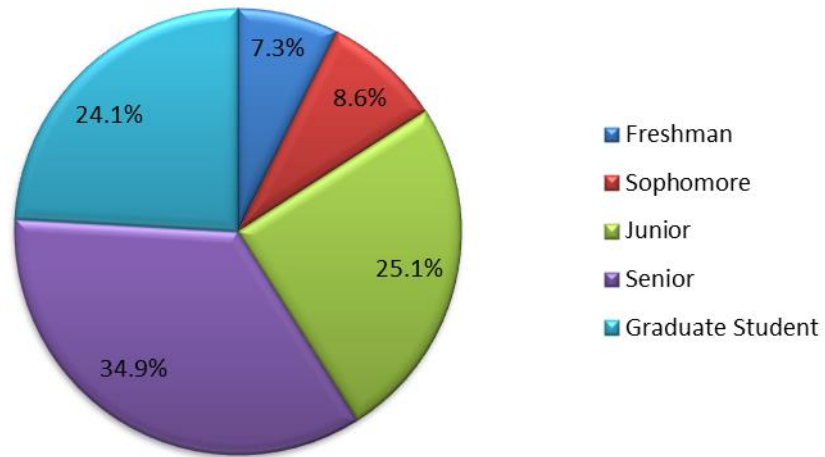**Figure 1: Respondent's Academic Level AY 2013-2014 N: 1746 (Q1)**

Legend:
- Freshman
- Sophomore
- Junior
- Senior
- Graduate Student

Values: 7.3%, 8.6%, 25.1%, 34.9%, 24.1%

Figure 1a: SP 2014: Total Student Population Academic Level (N: 11,724)

Legend:
- Freshman
- Sophomore
- Junior
- Senior
- Graduate Student

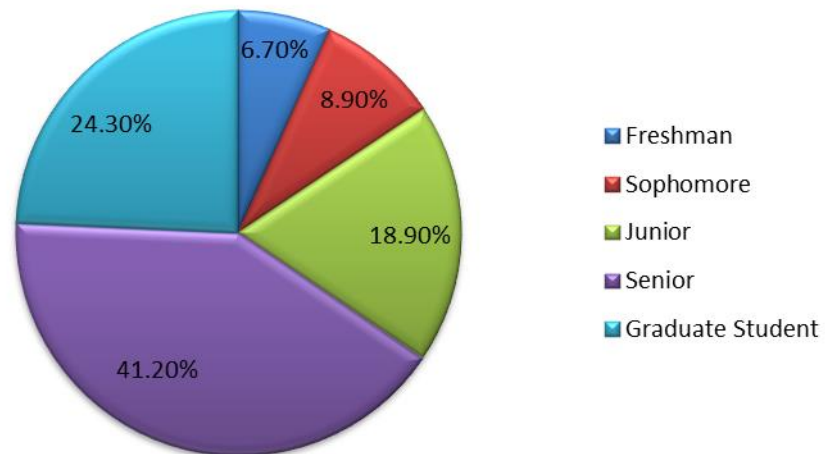Values: 6.70%, 8.90%, 18.90%, 41.20%, 24.30%

Figure 2: Transfer Status of Respondents AY 2013-2014 (N: FS13-969 SP14-789)(Q2)
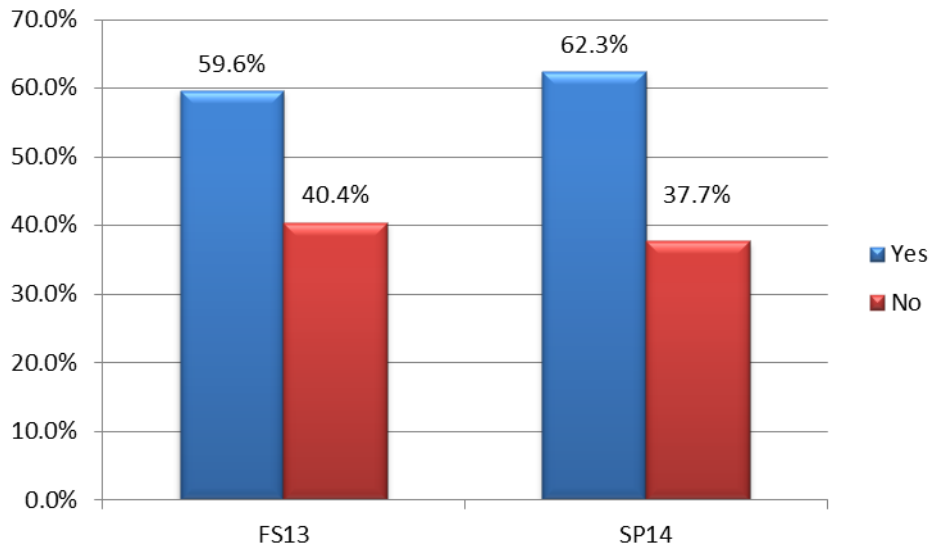

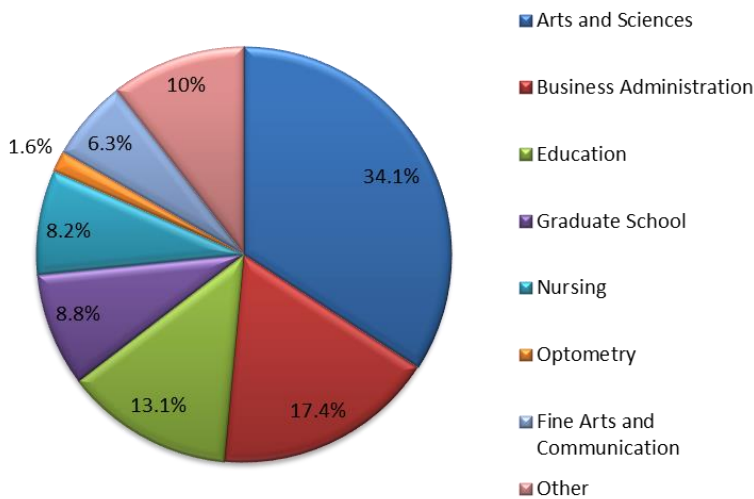**Figure 3: Respondent's Course of Study AY 2013-2014 N: 1728 (Q3)**

Table 1: Respondent's Course of Study: Mean WS 2006-SP 2014

Respondent's Course of study	Mean WS 2006-SP2014	Actual Percentage Enrolled SP2014
Arts and Sciences	30.3%	30.3%
Business Administration	21.8%	17.4%
Education	16.3%	6.7%
Graduate School	10.4%	22.9%
Nursing	6.0%	7.3%
Optometry	2.0%	1.5%
Fine Arts and Communications	5.4%	6.9%
Other	7.3%	7.0%
Total	99.6%	100.0%

WS06-SP14 Respondents N: 12,778

An additional factor to be taken into account in reviewing the data presented in this report is the pattern of use of MyGateway over the past fourteen years (figure 4, below). MyGateway use has grown relatively steadily and with modifications with course and instructor counting methods taken into consideration, growth continues at a slow, but steady rate. Note that this data does not indicate the extent that an instructor makes use of MyGateway features and tools in a course. Reports from students, documented in the analysis that follows, indicate a wide variation in instructor use of the MyGateway system.

Figure 4: Active courses and instructors in MyGateway FS 2000-SP 2014
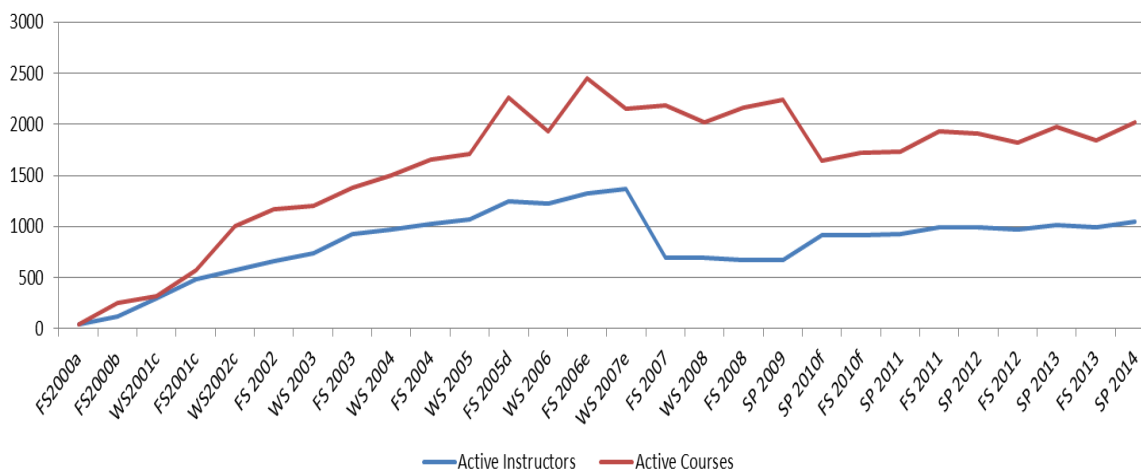
a: beginning of FS 2000, estimate based on historical graphs.
b: end of FS 2000, estimate based on historical graphs.
c: estimate based on historical graphs.
d: change in how active courses are counted, including "hidden" or combined sections.
e: change in the counting of active instructors—eliminating double counts and non-active course instructors.
f: ss09 and fs09 data is not available, sp10-sp14 data reflects change in how active courses are counted and an elimination of courses no-longer active
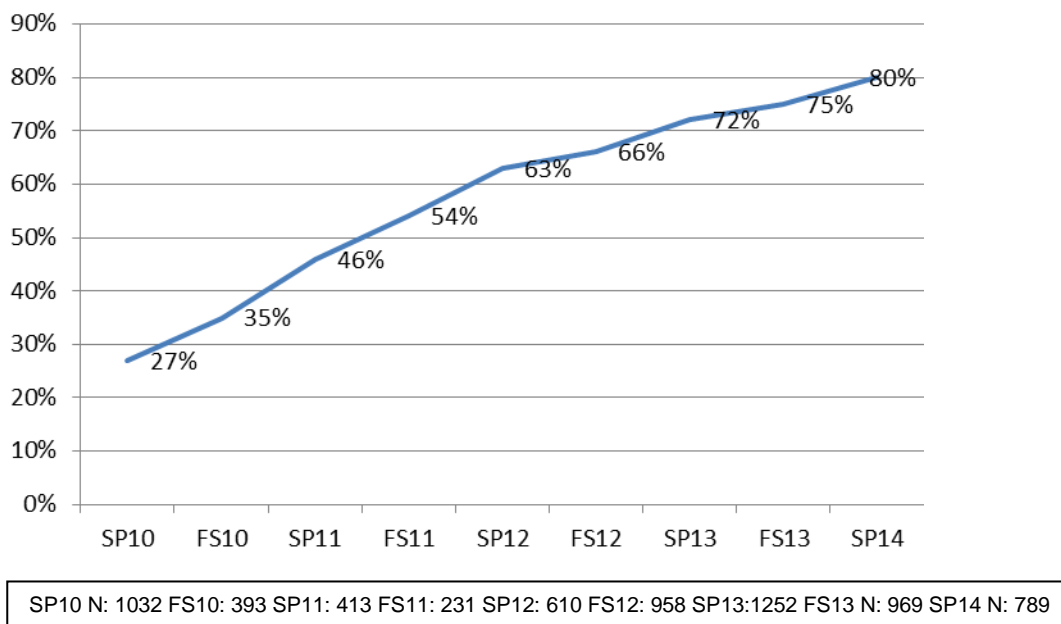
Survey Results

Questions in the MyGateway Student Survey focused on:
- Computing and Internet access
- Engagement in learning activities in MyGateway courses
- Student satisfaction with courses using MyGateway
- Communication between students, and between students and teachers

Computers and Access for Students

Mobile/wireless access has become the norm with over 90% of students[3] reporting home or off-campus wireless Internet access and over 90% of survey respondents reporting use of a laptop or netbook. **Additionally 80% reported "smart phone" use in SP14**—up from 75% in FS13, 66% in FS12, 46% in SP11, 34.9% in FS10, and 27% in SP10). This is in line with national trends[4] reported by the Pew Internet and American Life Project, which charts over 58% of Americans making use of smart phones (up from 51% in 2009), and 83% of the 18-29 year old population owning smartphones. Over 61% of American adults own laptop computers and 50% own a tablet device or e-reader.

Figure 5: Survey Respondents Smart Phone Ownership, SP 2010-SP 2013 (Q37)

SP10 N: 1032 FS10: 393 SP11: 413 FS11: 231 SP12: 610 FS12: 958 SP13:1252 FS13 N: 969 SP14 N: 789

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[3] Based on surveys given to students in Robert Keel's classes at UMSL, 2012-2014. Unpublished.

[4]Zickuhr, Kathryn and Lee Raine. 2014. E-Reading Rises as Device Ownership Jumps. And, Smith, Aaron. Smartphone Ownership 2013. Pew Internet and American Life Project, June 5, 2013. See also: http://www.pewinternet.org/data-trend/mobile/cell-phone-and-smartphone-ownership-demographics/. http://www.pewinternet.org/data-trend/mobile/device-ownership/, http://pewresearch.org/pubs/1654/wireless-internet-users-cell-phone-mobile-data-applications, http://www.pewinternet.org/Reports/2010/Mobile-Access-2010.aspx and http://pewinternet.org/Reports/2012/Smartphone-Update-Sept-2012.aspx

Figure 6: To which of the following personal devices do you currently have personal access? (check all that apply) (Q37)
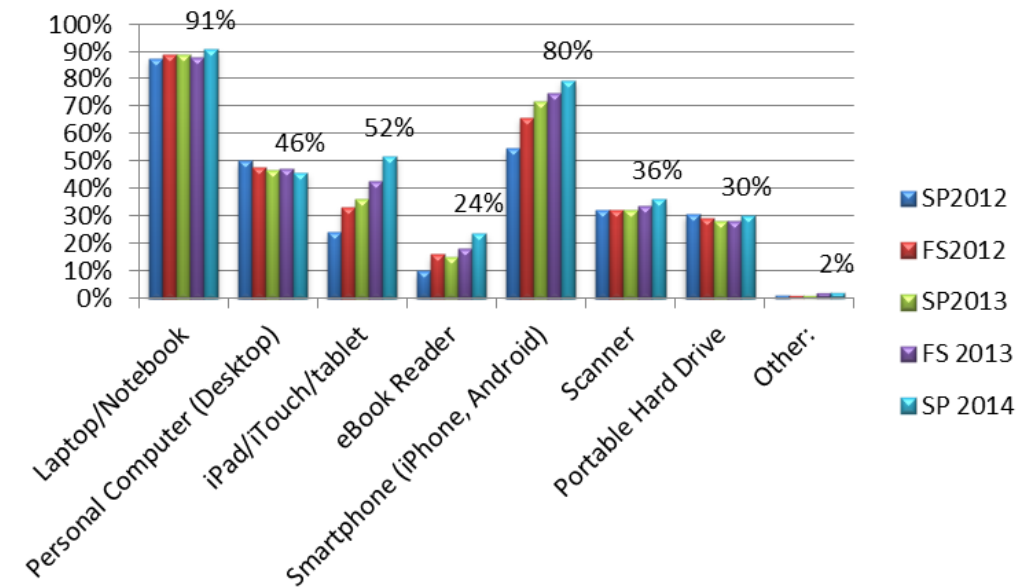
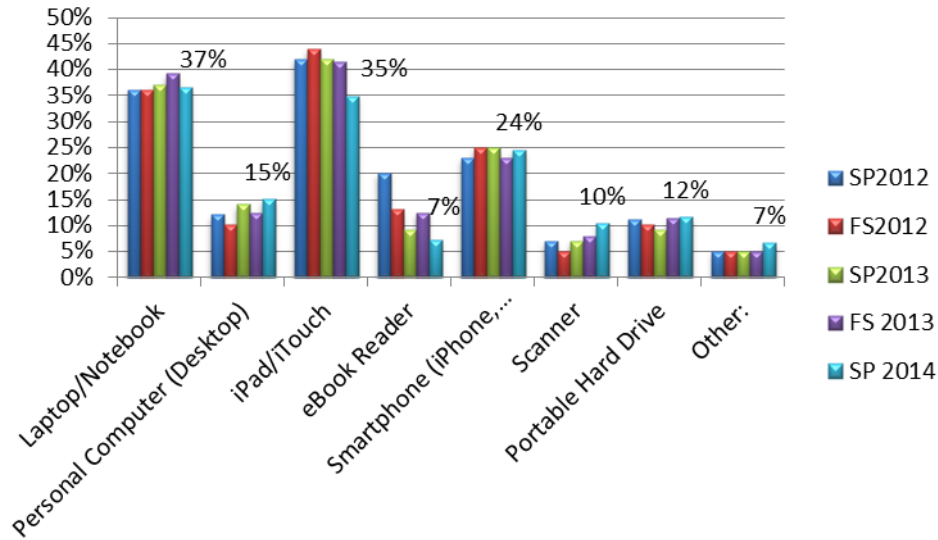**SP12 N: 610 FS12 N: 958 SP13 N: 1252 FS13 N: 969 SP14 N: 789**

With broadband access nearly universal (70% of American adults have broadband access at home, as do 80% of 18-29 year olds[5]), and mobile devices owned or accessible to over 90% of students today—a trend that is accelerating, educational institutions are facing a new, "networked individual"[6]. Not only is smartphone use becoming universal, in SP14, 52% of students reported owning an iPad, iTouch, or other tablet, 35% reported they plan on buying one of these devices in the coming year. (see figure 7, below). Students (and teachers) at UMSL are *21st Century Netizens.*[7]

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[5] Pew Internet and American Life Project, Trend Data (Adults), Home Broadband Adoption, http://pewinternet.org/Trend-Data-(Adults)/Home-Broadband-Adoption.aspx and http://pewinternet.org/Commentary/2012/May/Pew-Internet-Broadband.aspx

[6] Raine, Lee and Barry Wellman, Networked: The new Social Operating System, MIT Press, Cambridge, MA: 2012.

[7] The specifics of faculty use can be found in the faculty survey analysis located at: http://www.umsl.edu/technology/mgwhelp/mgwinfo1.html. This report draws upon the analyses and trends documented in these reports. UM-St. Louis ceased providing dial-up internet access in June 2007.

Figure 7: Which of the following personal electronic devices do you plan on purchasing in the near future? (check all that apply) (Q38)

SP12 N: 610 FS12 N: 958 SP13 N: 1252 FS13 N: 969 SP14 N:789

Figure 8, below, gives us a glimpse at how students use their mobile devices. Although the obvious use of a smart phone for making telephone calls ranks high, in SP14 students report as using their phones as much for texting as for calling. Over two-thirds of students also report using their devices for web browsing, email and social media activity, and 60% use their devices to access MyGateway.

Figure 8: What do you use your mobile device (other than laptop) for? (check all that apply) (Q39)
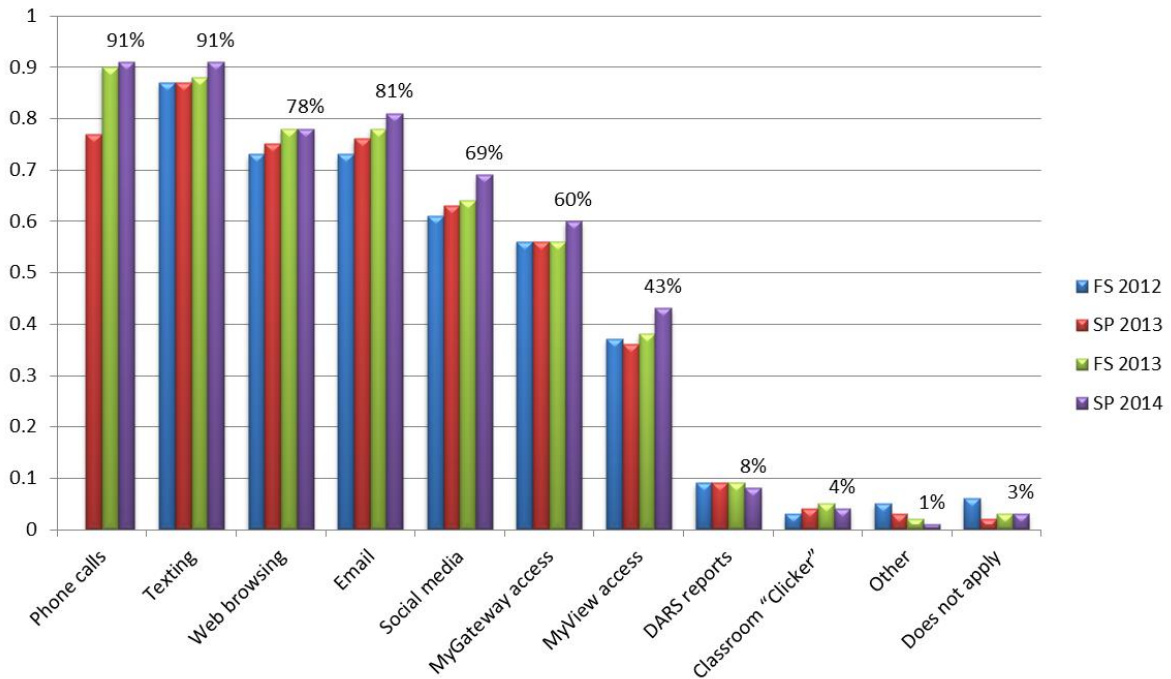
SP12 N: 610 FS12 N: 958 SP13 N: 1252 FS13 N: 969 SP14 N: 789

Beyond owning and using a mobile device, we are also interested (especially for purposes of planning for wireless coverage and computer lab development) in whether or not students bring their mobile devices to campus. Over the past four semesters, this rate has remained relatively constant at 65% (assuming that most students bring their smart phones, this rate would primarily apply to laptops and tablets).

Figure 9: If you own a laptop or mobile computing device, do you bring it to campus? (Q40)
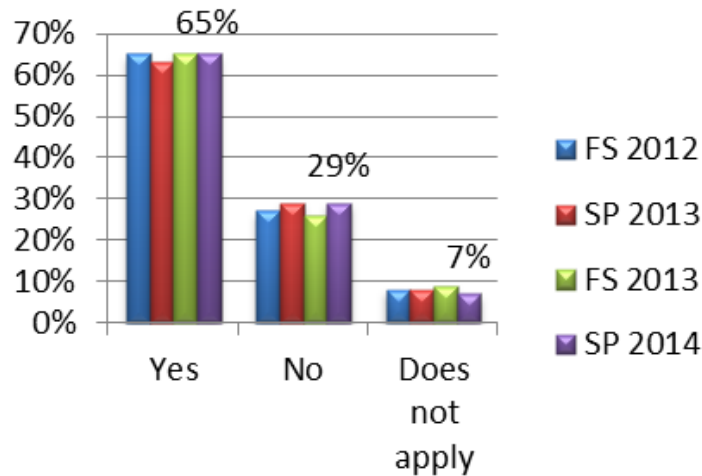
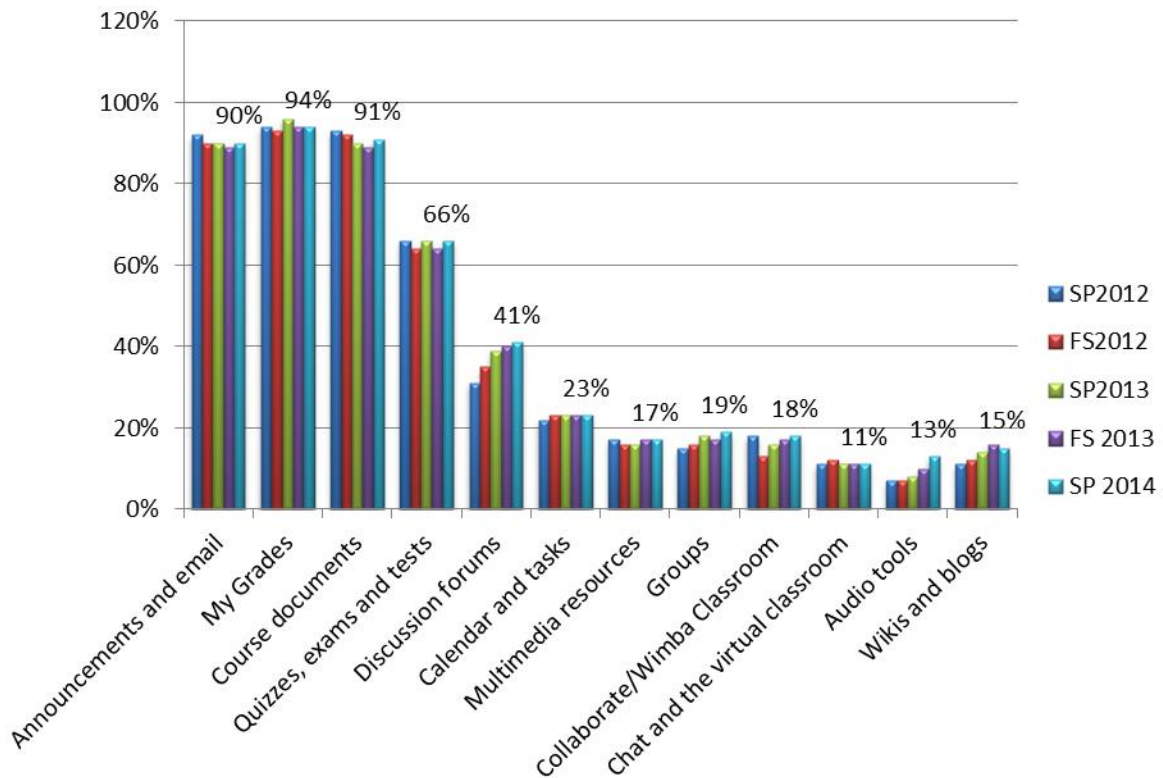**FS12 N: 958 SP13 N: 1252 FS13 N: 969 SP14 N:789**

The primary reason students report for why they do not bring their laptop or mobile computing device to campus has to do with inconvenience based on weight and size. Other frequently cited reasons include concern over security, lack of need due to access to computers on-campus or being a distance/online student, and limitations based on sharing a device with family members. Concerns less frequently mentioned include charging issues and difficulty with accessing Internet services while on campus.

MyGateway Course Activity

Students (94%) consistently rank access to grades in MyGateway as the most useful feature of the course management system ("I wish that it were compulsory for professors to post grades in MyGateway; it is a good way to track "where one is" in a course, grade-wise, and it is frustrating when professors don't take advantage of that functionality.") [8] Access to course documents, and Announcements and email come in a close second and third in usefulness to students (90% and 91%). Announcements and email help students stay connected to the course and the campus. Accessing course documents enables students to study and review whenever and where they want. The Spring 2014 survey also indicates stability in perceived usefulness of "Online quizzes, exams, and tests (66%), and an interesting **upward trend in the perceived usefulness of Discussion forums** (31% in SP12 to 36% in SP13 and **41% in SP14**). Allso of note, a slow but steady growth in perceived usefulness of Wikis and Blogs (11% in SP12, 14% in SP13, and 15% in SP14), and a steady increase in appreciation of the virtual classroom tools (Collaborate and Wimba). **Coupled with the appreciation students report for announcements and email, these last three trends point to a growing confidence among students in the benefits of online interaction and collaboration**.

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[8] Student comment from the SP 2014 survey

Figure 10: What are some of the most useful MyGateway features? (check all that apply) (Q17)

SP12 N: 610 FS12 N: 958 SP13 N: 1252 FS13 N: 969 SP14 N: 789

MyGateway Experience

Students answered a series of questions concerning their use of MyGateway in their classes. Time spent online, usefulness of features, learning, communication and satisfaction with MyGateway were the discrete areas.

Learning, Communication, and Satisfaction with MyGateway (Q4-16)

Students ranked the following statements on a seven-point Likert scale (1: strongly agree, 4: neutral, 7: strongly disagree). **For all questions** (except question 6: "Using *MyGateway* for my course work makes it more likely for me to work in face-to-face groups."), **the mean scores indicate perceptions of increased interactions and learning outcomes**. The response on the prompt, "Using MyGateway makes it more likely for me to work in face-to-face groups" indicates that face-to-face group work is comparable between MyGateway and non-MyGateway courses.

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Table 2: Communicating, Learning, and Satisfaction with MyGateway SP12-SP14 and Overall Mean for WS06-SP14 (Q4-16)

**(1: strongly agree, 4: neutral, 7: strongly disagree)**

Question	Mean Score SP12	Mean Score FS12	Mean Score SP13	Mean Score FS13	Mean Score SP14	Mean WS06-SP13
Communicate with other students	2.93	2.81	2.80	2.81	2.85	2.76
Work in online groups	3.42	3.27	3.25	3.18	3.18	3.33
More likely for me to work in face-to-face groups	3.93	3.76	3.79	3.70	3.79	3.99
More likely that I spend additional time studying	3.30	3.10	3.01	3.02	3.03	3.20
Communicate with my instructor	2.43	2.29	2.21	2.30	2.30	**2.26**
MGW helps me do better (learn more)	2.69	2.65	2.63	2.64	2.66	2.71
Satisfied with courses because of MGW	2.74	2.55	2.57	2.52	2.65	2.65
Accessing Grades in MGW helps me stay engaged	1.88	1.82	1.79	1.83	1.82	**1.82**
Online discussions/think more about the course	3.16	2.96	2.93	2.86	2.88	2.99
Complete course assignments	2.65	2.54	2.51	2.50	2.49	2.67
Use MGW in all my courses	2.13	2.07	2.12	2.15	2.08	**2.13**
Take another course at UMSL because it uses MyGateway	3.14	2.97	2.94	2.93	3.05	3.18
Complete my degree at UMSL because of MGW	3.15	3.02	2.96	2.93	3.02	3.21

SP12 N: 610 FS12 N: 958 SP13 N: 1,252, FS13 N: 969, SP14 N: 789, WS06-SP14 N: 12,778

Most significantly (and supported by previous studies[9]), "**Being able to access course grades via MyGateway helps me stay engaged with my course work**" (mean: 1.82); "**I would like to have MyGateway used in all my courses**" (mean: 2.13); and "**Using MyGateway for my course work makes it more likely for me to communicate with my instructor**" (mean: 2.26); **rank as being most significant to the students responding to the survey.** Overall, out of a total survey population of 12,778 students since the spring of 2006, perceptions of MyGateway use have been and remain quite positive.

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[9] See previous survey analyses at:
http://www.umsl.edu/technology/mgwhelp/mgwinfo/mgwinfo.html

Figure 11: Overall Mean Scores WS06-SP14 Combined (N: 12,778)
(7 point Likert Scale, 1: Strongly agree, 4: neutral, and 7 Strongly disagree)
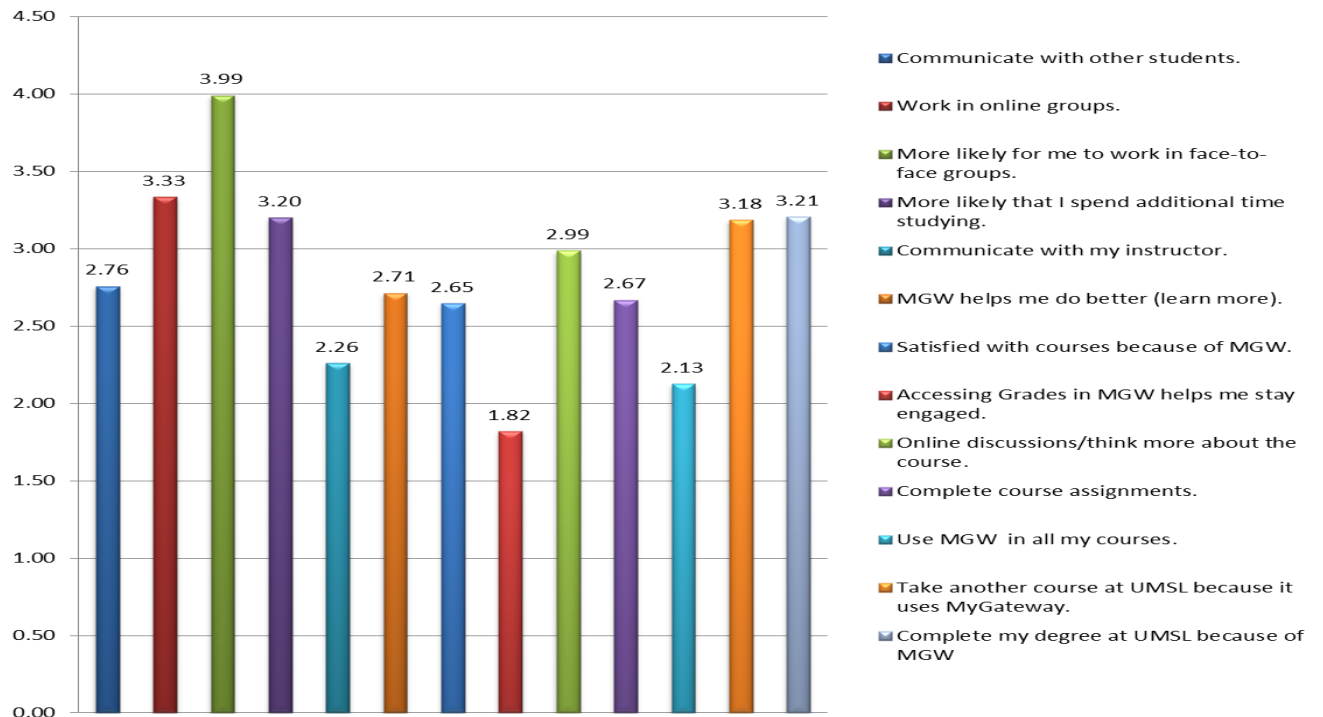

The data presented on the following page (figures 12, 13, and 14) focus on student perceptions of the use of MyGateway within the contexts of communication (student-to-student, student-to-instructor), learning, and overall satisfaction with courses during the SP 2014 semester (N: 777-779)

Average levels of agreement indicate that use of MyGateway results in more student/teacher communication, more student/student communication, a perception of increased learning outcomes and higher estimates of learning activity, as well as higher degrees of satisfaction with the students' learning environment.

- **MyGateway use increases communication: overall, 68.9% of respondents agree.**
    - o Using MyGateway for my course work makes it more likely for me to communicate with my instructor: **81.9% agree**
- **MyGateway use increases learning outcomes and activity: overall, 74.9% of students agree.**
    - o Being able to access course grades via MyGateway helps me stay engaged with my course work: **90.7% agree**
- **MyGateway use increases overall satisfaction with courses and learning at UMSL: overall, 66.6% of students agree.**
    - o I would like to have MyGateway used in all my courses: **82.4% agree**

Detailed distribution of responses to specific questions for SP14 and long-term patterns of responses follows:

Figure 12: Distribution of responses for "communication" questions (SP14, N: 778)
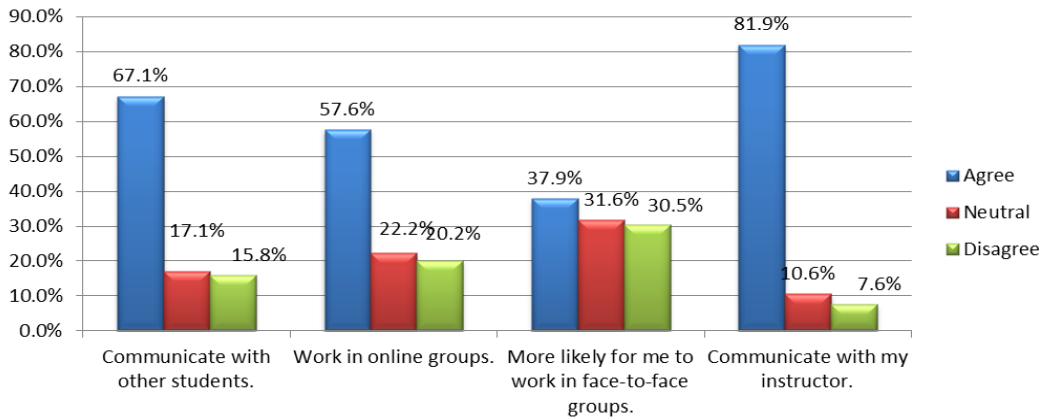
Note. The communication prompt dealing with likelihood of working in face-to-face groups shows the most neutral response (at 3.79 on the 7-point scale).

Figure 13: Distribution of responses for "learning" questions (SP14, N: 777)
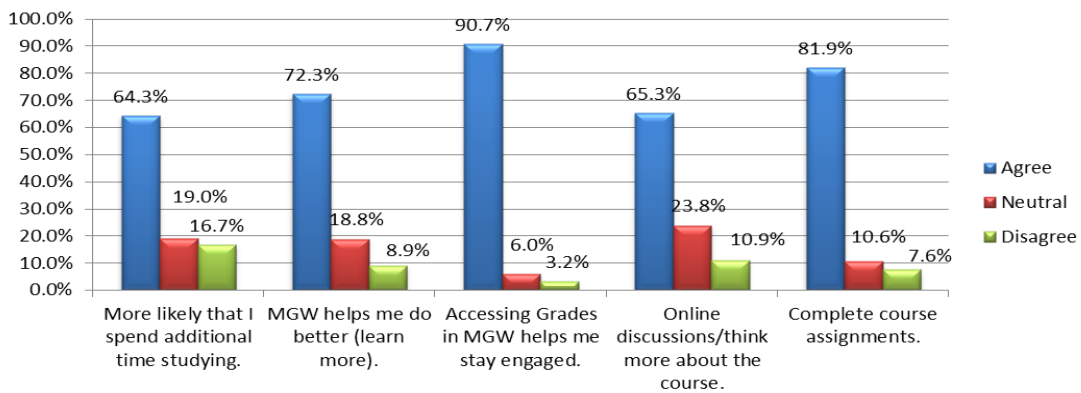
Note: The prompt, "access to grades keeps student engaged," was most universally supported by those responding (90.7% agreeing).

Figure 14: Distribution of responses for "satisfaction" questions (SP14, N: 777)

Figure 15 presents mean score data on student perceptions concerning communication, learning and satisfaction over eight instances of the current survey (WS 2006-SP 2014*). **Overall trends, while somewhat variable, document long-term stability in the tendency for students to view MyGateway as a key component of their learning experience and an increasingly positive perception of the utility of MyGateway by students.**

Figure 15: Trends in Mean Scores for Communicating, Learning, and Satisfaction with MyGateway WS06-SP14 (N: 12,778)

1: strongly agree, 4: neutral, 7: strongly disagree

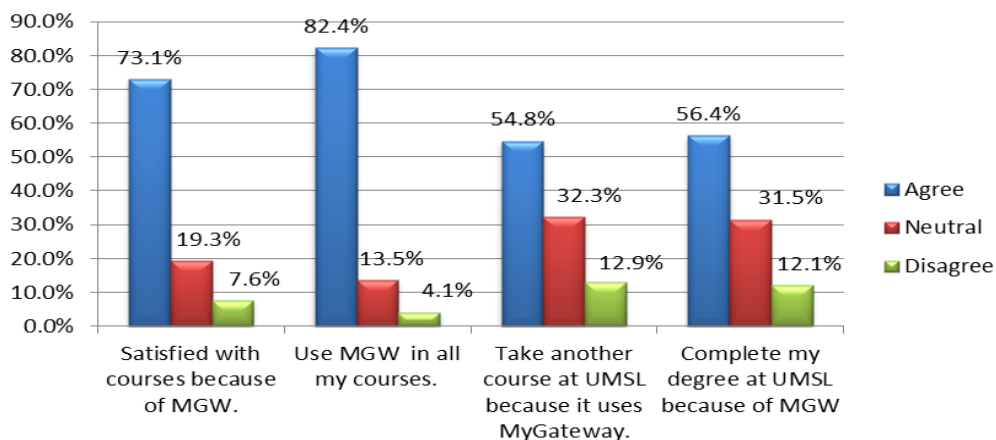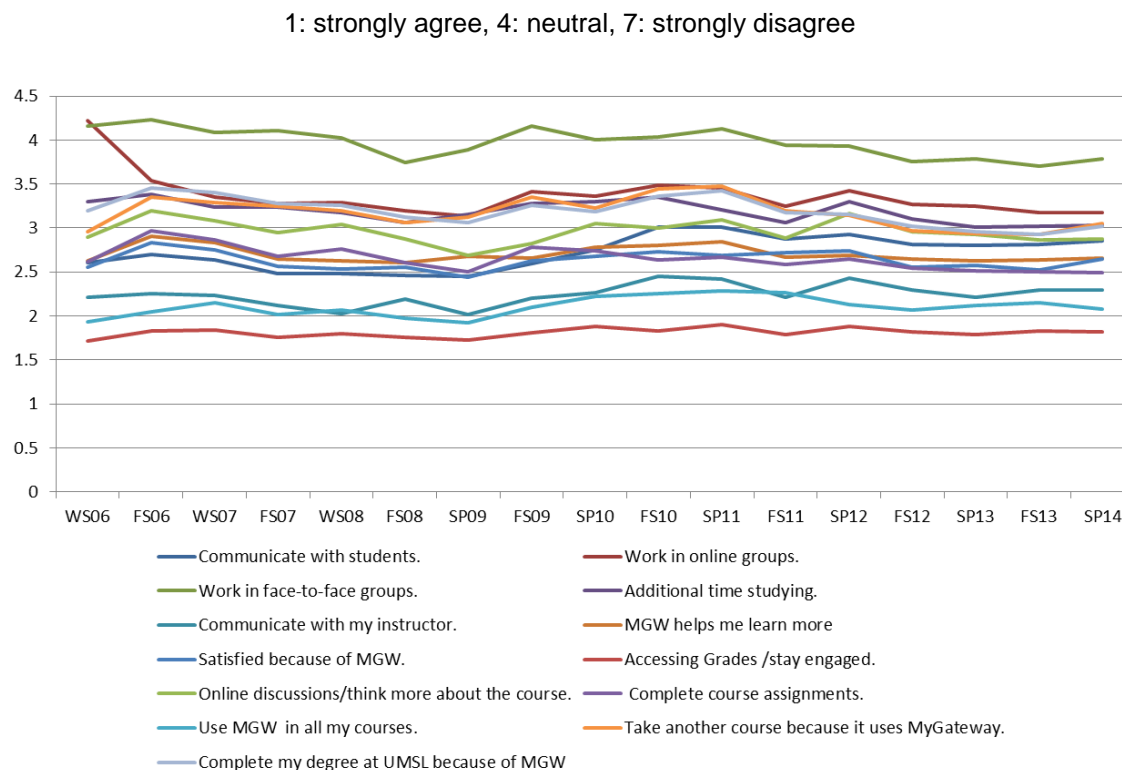Extending our look further back to the early surveys of students (WS02-WS05) we can discern significant long-term trends in increasing satisfaction and acceptance of MyGateway. Although these earlier surveys were structured somewhat differently than the current survey, most of the Likert scale questions have remained the same over the years. **Figure 16, (following page) graphically reveals the steady increase in positive student perceptions of increased learning, communication, and overall satisfaction with the educational experience attributed to the use of the MyGateway course management system.** Interestingly, as use continues to increase, positive perceptions increase as well. This documents conclusions reached it the early years of use, students like using MyGateway in their courses and the more MyGateway is used (consistently and appropriately)[10], the more they appreciate MyGateway.

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[10] See previous survey analyses at: http://www.umsl.edu/technology/mgwhelp/mgwinfo1.html

Figure 16: Long-term Trends in Mean Scores for Communicating, Learning, and Satisfaction with MyGateway WS02-SP14 (N: 16,624)

1: strongly agree, 4: neutral, 7: strongly disagree

Legend:
- Communicate with students.
- Work in online groups.
- Work in face-to-face groups.
- Additional time studying.
- Communicate with my instructor.
- MGW helps me learn more
- Satisfied because of MGW.
- Accessing Grades /stay engaged.
- Online discussions/think more about the course.
- Complete course assignments.
- Use MGW in all my courses.
- Take another course because it uses MyGateway.
- Complete my degree at UMSL because of MGW

Written Comments (Q18)

One-hundred and ninety-one (191) students provided written comments on the fall 2013 survey (19.7% of all respondents) related specifically to MyGateway and online learning. For SP 2013, 151 students provided written comments (19.1% of all respondents). Of these responses, 36 for FS13 and 39 for SP14 indicated, "N/A" or "Nothing to add." Substantive comments for FS 2013 equal 155 (16% of all respondents) and for SP 2014 equal 111 (14.2% of all respondents). The total of all substantive comments for AY 2013-2014 equals 267 (15.2% of the 1758 student respondents).

The following categories (drawn from previous surveys responses and from analysis of current responses) characterize the benefits and problems student report. The data presented is a combination of FS13 and SP14 responses. The number of responses indicated in the tables below total more than 267 (not including N/A responses), since many responses contain two or more specific comments.

Overall, generally positive statements about MyGateway ("MyGateway is great") were the most common of all responses (28.5%). Additionally, although not necessarily a benefit or a problem, 16.9% of comments requested additional feature and/or integration with other campus systems (detailed below) Also notable are the positive statements endorsing MyGateway as a

convenient tool for checking grades (7.1%), accessing documents (6.0%), organizing the student experience (5.2%) and enhancing communication in classes, and organizations (5.2%) .

Negative comments typically focused on how MyGateway is used inconsistently by instructors (15%), a growing concern that faculty need better training in using MyGateway (13.1%), *30 students (11.2%) specifically asked that instructors be mandated to use the grade book (regularly)***, and 8.2% of respondents voiced concerns over MyGateway not being used by instructors**. Additional concerns pointed to other (often not MyGateway related) e-learning problems (7.9%), technical difficulties (7.5%), students needing training on the use of MyGateway (5.6%), and email and MyGateway navigation problems (6.7% and 5.2%, respectively—with the navigation problems being split between MyGateway/BlackBoard functionality and instructor course settings).

Ongoing issues first noted in the FS12-SP13 survey analysis:

- **Forty-five students (16.9% of those providing comments) indicated that they desired to see seamless interface connecting MyGateway to other campus systems** (email, MyView [our student information system] and calendars), as well as the integration of cloud based collaboration software ("Dropbox," "Google Drive"). Many of these students also expressed a desire for automated notifications within MyGateway to alert them to upcoming due dates and the addition of new content in MyGateway.
- **There is an ongoing interest in accessing MyGateway via a mobile application**. Fifteen students (5.2% of those providing comments) registered complaints concerning the functionality of the BlackBoard (MyGateway) app, or were not aware of the existence of a BlackBoard (MyGateway) app.
- **Twenty-one students (7.9% of those providing comments) reported concerns over eLearning in general** (favored face-to-face, saw MyGateway as a way for instructors to avoid "teaching," disliked the reliance on computers in the classroom, etc.)

One new concern raised by 7 (2.7% of those providing comments) students (2.7% of those providing comments in this past year's survey was to have access to a "live chat" forum for engaging both instructors and other students in their classes. Although this represents a small number of students, it is interesting for two reasons: it is the first time requests for such an interactive system appeared in survey responses and such an application exists-- BlackBoard Instant Messenger. Survey question 42 asked students, "How do you use Blackboard Instant Messenger (BB-IM)." Seventy-six percent (76%) reported that they do not use it. It may well be that awareness the availability and use of this interactive tool is low among both the faculty and the students.

Over the past four years, the UM-System and UMSL have worked to bring more classes online, and the increase in online enrollments may contribute to the perception of problems (mentions of problems with discussion boards, virtual classrooms and email). **Students continue to be frustrated by the inconsistent use of MyGateway from instructor to instructor, and by the resistance of their instructors to use the system at all**. Also notable, 5.6% of responses indicated the students themselves either want more instruction on the use of MyGateway or are unaware of some of its features (as well as other features of campus systems, i.e. being able to configure mobile phones to receive campus email, etc.).

Figure 17: Benefits of eLearning and Using MyGateway, FS13-SP14 Combined (N: 267)

Convenience, Accessibility, and Reliability 2.2%

Virtual Classrooms 1.9%

Enhances Campus Connection 0.4%

Other, non-MGW 3.4%, 3.4%

Enhances Communication 5.2%

Organization features (personal and course-related) 5.2%

Accessing Documents and Assignments 6.0%

Viewing and tracking grades 7.1%

More Features/Integration 16.9%

Generally positive ("MyGateway is great!") 28.5%

Table 3: Benefits of eLearning and Using MyGateway FS13-SP14 Combined

Benefits	FS12 (N: 155)	SP13 (N: 112)	Total	% of all respondents commenting (N: 267)
Generally positive ("MyGateway is great!")	48	28	76	28.5%
More Features/Integration	23	22	45	16.9%
Viewing and tracking grades	12	7	19	7.1%
Accessing Documents and Assignments	8	8	16	6.0%
Organization features (personal and course-related)	8	6	14	5.2%
Enhances Communication	9	5	14	5.2%
Other, non-MGW	2	7	9	3.4%
Convenience, Accessibility, and Reliability	5	1	6	2.2%
Virtual Classrooms	2	3	5	1.9%
Enhances Campus Connection	1	0	1	0.4%

Figure 18: Problems associated with eLearning and using MyGateway FS13-SP14 Combined (N: 267)

Virtual Classroom Problems, 1.9%

Discussion Board and Chat Problems, 4.1%

Generally Negative, 3.4%

Problems with Mobile Access/App, 5.2%

Navigation problems, 5.2%

Student Need instruction on use, 5.6%

Email/other communication problems, 6.7%

Login and technical difficulties, 7.5%

Other ELearning Problems, 7.9%

MyGateway not used by instructors, 8.2%

MyGateway used inconsistently , 15.0%

Instructors Need Training, 13.1%

Mandate use of grade book/require instructors to use MGW, 11.2%
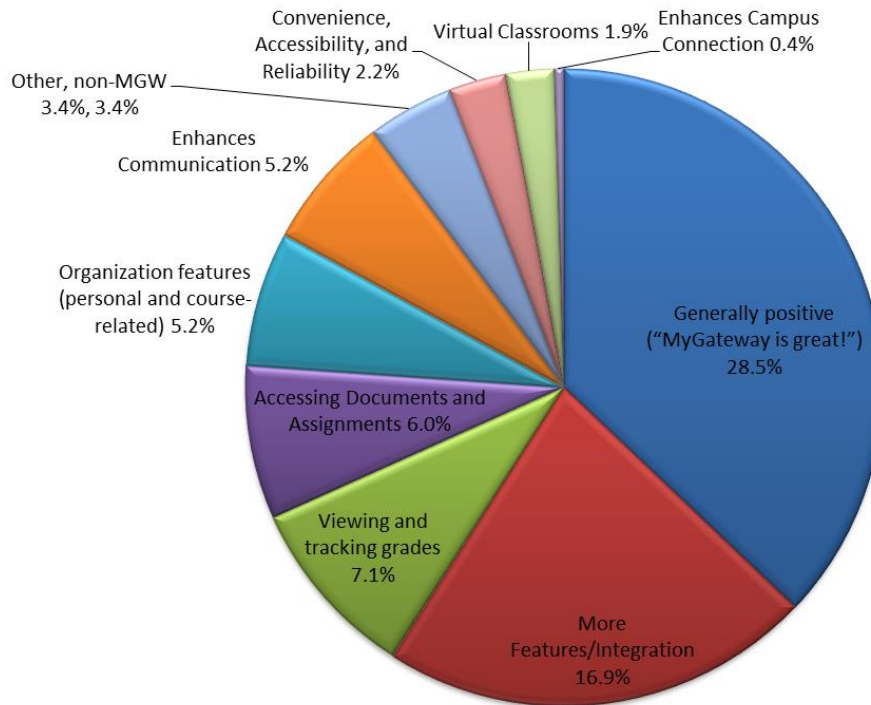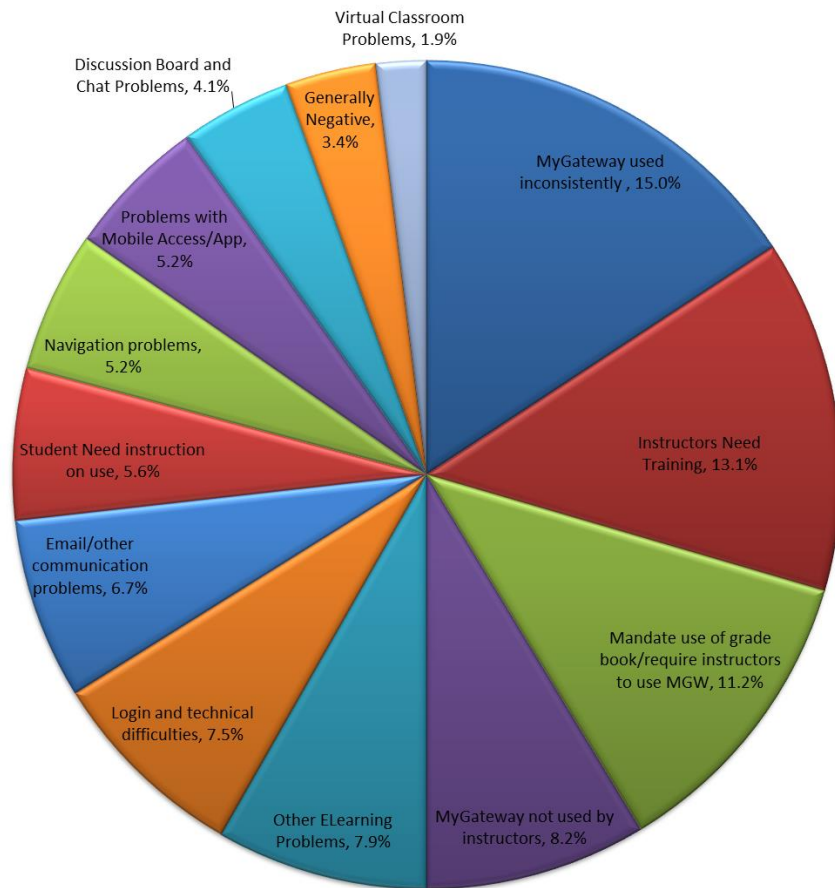
Table 4: Problems Associated with eLearning and using MyGateway FS13-SP14 Combined

Problems	FS12 (N: 155)	SP13 (N: 112)	Total	% of all respondents commenting (N: 267)
MyGateway used inconsistently	17	23	40	15.0%
Instructors Need Training	27	8	35	13.1%
Mandate use of grade book/require instructors to use MGW	19	11	30	11.2%
MyGateway not used by instructors	12	10	22	8.2%
Other ELearning Problems	17	4	21	7.9%
Login and technical difficulties	12	8	20	7.5%
Email/other communication problems	9	9	18	6.7%
Students need instruction on use	6	9	15	5.6%
Navigation problems	10	4	14	5.2%
Problems with Mobile Access/App	8	6	14	5.2%
Discussion Board/Chat Problems	5	6	11	4.1%
Generally Negative	6	3	9	3.4%
Virtual Classroom Problems	1	4	5	1.9%

In their own words:

FS 2013 Selected Comments:

"I am a graduate student and I have learned more with this online format/MyGateway. I love learning and I am highly organized. MyGateway caters to my preferential learning style by allowing me to be engrossed in the subject , develop applicable knowledge, and discuss it with others through the discussion board, blogs, wiki-pages. This increases my retention of the information. I hope UMSL will offer other online graduate programs and post-graduate programs through this format. People have various modalities of learning and MyGateway place a role in addressing students' preferential learning style, which translates into successful course work."

"I cannot figure out how to get my emails on my smart phone. I guess the phone is smarter than I am. / An educational seminar in the use of information technoilogy should be offered to all transfer students."

"I like the new feature that shows new announcements and updates to my grades in the upper right hand corner. However, often when I access this feature the system freezes. This is probably due to it being a new feature."

"I really wish more instructors knew how to use my Gateway."

"I think gateway keeps you upbeat on class discussions, syllabus assignments, due dates, and grades. What more could a college student ask for?"

"I think MyGateway is a useful feature in that it allows instructors to post grades and documents without having to e-mail everything or use some other method. Every use of MyGateway should have a deliberate purpose (not just using the feature for the sake of using the feature)."

"I wish all of my teachers would use MyGateway"

"I wish it were mandatory for professors to update grades via MyGateway periodically."

"I would like to be able to set reminders on MyGateway for homework due dates, test dates, etc."

"I would like to see if a chat box could be implemented. A chat box would greatly improve the interaction between instructors. In fact, it would help if instructors are required to go on live chat during office hours."

I would like to see more instructors utilize the tools offered in my Gateway. Every instructor uses them differently or goes outside of my Gateway to access other onlines tools and this makes life more difficult for students, some uniformity would be great

"I would like to see my class assingments and test dates integrate with the my calendar. I try to use the calendar but it is time consuming to input test dates and assignments. Could the instructor use Mygateway to bulid the class syllabus and then apply it to the students calendars enrolled in that class."

"It is perfect, really. I have no issues with it. I wish we had this in highschool, because my grades would have been significantly better."

"I've always felt that Blackboard has a confusing interface. I like things to be as simple as possible, but Blackboard has no problems sticking something that I find valuable (such as the Roster) inside a series of menus."

"When I first transfered to UMSL it took me the entire first semester to figure out My Gateway. No one told me about on entry to the school, no one gave me an opportunity to learn how to use it, there was not guidance what so ever... This site should be easier to use than google and yet, for some reason, with all the resources available, it is, to this day, the bane of my existance. Make this more user friendly or students will continue to fail because of it."

"Please don't use MyGateway as a full replacement for face to face classroom time."

"…i really liked my gateway it made me more concerned with my overall grade and i love it"

SP2014 Selected Comments:

"My gateway have been very helpful to me. It allowed me to keep up with my course assignments and meet classmates on-line and work with classmates in person as well. I enjoyed using my gateway and hope it will be there for future students as well. It is a good tool."

""Revamped" interface. Accessibility through more mobile applications. I use Calendar.app on my iPhone a lot and it would be nice to have an easier way to put my coursework in there."

"A better calendar would be good, such as the teachers having to submit due dates to the calendar in my gateway so they are easily accessible."

"A search feature for course docs. It gets tough to find things late in the semester when alot of things are posted. It would be helpful if we could rename the courses under "my courses" on our home page."

"Add the capability of dropbox or google documents directly on MyGateway for a group to access and work on together, without actually being together."

"Be advised that many instructors who are supposed to be using MyGateway simply refuse to use it at all, while others refuse to upload grades… Furthermore, instructors should be required to record lectures and upload them to MyGateway, because students may have to miss class for work or disability reasons, but they should not be deprived of the lectures as a result of circumstances that are beyond the student's control."

"I feel that UMSL needs to consolidate their technology more. I don't like having to check different websites for my meal info, my housing info, my tuition, my grades, my course work, and my email. It would be helpful for there to be one online tool which handles all of these things."

"I have had two semesters with UMSL, and I have only had positive experiences with My Gateway."

"I really liked the virtual classroom. I have participated in a similar setting, but this was like really being in the room and not watching a recording."

"I wish that it were compulsory for professors to post grades in MyGateway; it is a good way to track "where one is" in a course, grade-wise, and it is frustrating when professors don't take advantage of that functionality."

"I would love for it to be integrated more with Google calendars so that I can see when things are due and get notifications a week before; although this would require teachers to add due dates, but it would be helpful"

"I would really like to see it built into the courses as a requirement for students to use tools in MyGateway. Specifically, how to and proper etiquette on posting to discussion boards, use Blackboard Collaborate, and Panopto. The tools are there, just most students don't know how or when to use them."

"It would be nice for there to be a standard format for all the classes with information under the same tabs for each. For example, the syllabus for each classes would be under that class in the "syllabus" folder or assignments under the "assignment" folder. It would also be great if more classes offered sessions via Colloborate as a way to attend classes."

"It would be nice to have an open place to make comments (sort of like Facebook) where student can see it when they log on and comment back. With a chat room, you have to both be there at the same time in order to communicate… An open commenting area for each class would be perfect, especially if it gave you an alert once someone posted something. :)"

"MyGateway is great--IF teachers use it effectively. Most are lazy and do not. So, more effective professor training is needed. Of course, you can't make professors care about student welfare. Maybe UMSL should stress that students come first, but they clearly don't."

"Real education happens in person. MyGateway is just a way for UMSL to increase the number of students it can charge tuition to in each course. It's not about providing a good education."

"Until now, I did not know that there was wikis and blogs on MyGateway. The format would use an update to be with the modern world. It is old and outdated. It needs some spice to MyGateway."

"Professors need to be properly trained in using mygateway. Some are more proficient than others, making it harder or easier to navigate the course page"

"Professors should be forced to use MyGateway."

"I think MyGateway is very beneficial in organizing classwork and documents. Also it helps to access my teacher and other faculty. However, even though it is practical, communicating face-to-face is so much better. But MyGateway is definitely necessary."

Conclusions[11]

Faculty and students at UM-St. Louis for the most part have incorporated MyGateway into the learning process. The use of MyGateway continues to change how students and instructors define their respective roles in the classroom, and online learning components offered via MyGateway continue to exert an increasingly positive influence on students' perceptions.

Students persist in requesting most or all MyGateway features be used in all their courses. Depending on the subject matter, integrating more of the MyGateway components would help increase instructor-student interaction and increased interaction among students, according to this and all previous student surveys.

Another recurring theme is the **inconsistent use of MyGateway and instructors who lack training in effectively using MyGateway**. Students continue to voice their frustrations about the variety of ways MyGateway is used across the campus for the past several years. They continue to advocate mandates for its use and standards for types and placement of documents. Training opportunities for specific technology resources should be increased and better publicized to faculty, staff, and students.

MyGateway has been described as an instructional tool, not only helping keep students engaged throughout their courses, but actually serving as a **source for building student engagement**. The use of the online grade book, announcements, and course documents have been identified as the tools students most appreciate and expect.

Faculty members have also expressed their expectations for students. Respondents in previous faculty MyGateway surveys[12] report increased expectations of students' responsibility for learning and of participating actively in online discussions. Both faculty and students indicate that MyGateway promotes increased communication. **Workshops for faculty should focus on instructional considerations such as these, and promote course design that makes the most of available technologies.**

An Additional finding that points to an area of developing interest:

Wireless and Mobile Computing: The steady rise in wireless services and mobile computing by students parallels national trends. It is clear, however, that with 65% of students bringing a laptop or mobile device to campus (Q40, SP14), over 91% reporting the ability to access a laptop off-

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[11] These comments are modest updates to conclusions drawn from previous MyGateway student surveys. See previous survey analyses at:
http://www.umsl.edu/technology/mgwhelp/mgwinfo1.html

[12] See the FS 2009-SP 2010 Faculty MyGateway and TEC Classroom Survey analysis at:
http://www.umsl.edu/technology/mgwhelp/mgwinfo1.html

campus (Q37, SP14), **over 80% reporting use of "smart phones" (up from 27% in SP 2010)**, and **52% using iPads or similar devices (up from 36% in SP13)** that mobile computing is a central feature of the ways in which students, as well as faculty, work. *Online and "blended" course development clearly needs to consider this dramatic trend.*

Implications for the Institution

The data from the current MyGateway survey lend support to the conclusions reached in the survey analysis of 2001-2014[13]; **the more students are exposed to MyGateway, the higher their estimation of its positive effects, and the more likely they are to continue their education at UM-St. Louis. Use of MyGateway results in:**

- Increased reports of learning activities (student engagement)
- Higher levels of student satisfaction with their courses
- More Student communication with their instructors
- More communication between students
- Higher levels of perceived learning outcomes

Student perceptions, attitudes, and behaviors documented in this survey, and the consistency of these findings over the past 14 years, highlight MyGateway's contribution to the strategic campus goals of:

- **Recruitment**
- **Retention**
- **Student engagement**
- **Community building**

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[13] See the FS 2009-SP 2010 Faculty MyGateway and TEC Classroom Survey analysis at: http://www.umsl.edu/technology/mgwhelp/mgwinfo1.html

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Appendix 1:

Comprehensive Evaluation of MyGateway and Instructional Computing Use by Students SP 2014

1. What is your academic level?

- Freshman
- Sophomore
- Junior
- Senior
- Graduate Student

2. Did you transfer to UMSL?

- No
- Yes

3. What is your course of study?

- Arts and Sciences
- Business Administration
- Education
- Graduate School
- Nursing
- Optometry
- Fine Arts and Communication
- Others

4. Using MyGateway for my course work makes me more likely to communicate with other students taking this course.

   (1 strongly agree- 7 strongly disagree)

5. Using MyGateway for my course work makes me more likely to work in online groups.

   (1 strongly agree- 7 strongly disagree)

6. Using MyGateway for my course work makes it more likely for me to work in face-to-face groups.

   (1 strongly agree- 7 strongly disagree)

7. Using MyGateway for my course work makes it more likely that I spend additional time studying.

   (1 strongly agree- 7 strongly disagree)

8. Using MyGateway for my course work makes it more likely for me to communicate with my instructor.

   (1 strongly agree- 7 strongly disagree)

9. Using MyGateway for my course work helps me do better (learn more).

    (1 strongly agree- 7 strongly disagree)

10. I am very satisfied with the courses I take because they use MyGateway.

     (1 strongly agree- 7 strongly disagree)

11. Being able to access course grades via MyGateway helps me stay engaged with my course work.

    (1 strongly agree- 7 strongly disagree)

12. The online discussions (text and/or audio) in MyGateway make me think more about the course topics.   (1 strongly agree- 7 strongly disagree)

13. Using MyGateway makes it more likely for me to complete course assignments.

     (1 strongly agree- 7 strongly disagree)

14. I would like to have MyGateway used in all my courses.

    (1 strongly agree- 7 strongly disagree)

15. I am more likely to take another course at UMSL because it uses MyGateway.

    (1 strongly agree- 7 strongly disagree)

16. I am more likely to complete my degree at UMSL because of the advantages of using MyGateway in my courses.

     (1 strongly agree- 7 strongly disagree)

17. Most useful MyGateway features: (check all that apply)

- Announcements and email
- My Grades
- Course documents
- Quizzes, exams and tests
- Discussion forums
- Calendar and tasks
- Multimedia resources
- Groups
- Collaborate/Wimba Classroom
- Chat and the virtual classroom
- Audio tools/Voice Threads
- Wikis and blogs

18. Are there any other features would you like to see in MyGateway, or do you have any other comments you would like to express concerning MyGateway?

19. Please select the lab location you used the most during this semester. The location you choose will be referred to as the primary lab in later questions.

- BH 232 (Benton Hall Lab)
- CCB 316 (MathCS Lab)
- Fine Arts 220
- Honors 308
- Math TLC (UC050)
- Music 105
- SSB 103(Main Computing Lab)
- SSB 222
- SSB 452(Social Sciences Lab)
- TJ 316(Thomas Jefferson Library Research Commons)
- TLC (E. Desmond Lee Technology and Learning Center, South campus)
- WEB 100 (Ward E. Barnes Library Research Commons
- Did not use a campus computer lab

20. Reason to use primary lab: (check all that apply)

- Color printing
- B&W printing
- Convenient
- Internet
- Wireless internet
- Tech Assistance
- Unique Software
- Resources not available off campus
- Did not use a campus computer lab

21. The computer lab was clean and well organized.

   (1 strongly agree- 7 strongly disagree)

22. The hours of operation are sufficient.

    (1 strongly agree- 7 strongly disagree)

23. There is adequate access to computers to meet my educational goals.

   (1 strongly agree- 7 strongly disagree)

24. My overall experience was positive in the campus computer labs.

   (1 strongly agree- 7 strongly disagree)

25. I support the current print quota system, PaperCut NG.

(1 strongly agree- 7 strongly disagree)

26. I would support a hard print quota system (one where additional fees would be incurred once a set number of pages are printed).

   (1 strongly agree- 7 strongly disagree)

27. I prefer to view my documents--lecture notes, reading, etc. digitally instead of in hard copy.

   (1 strongly agree- 7 strongly disagree)

28. I prefer to turn in assignments electronically.

   (1 strongly agree- 7 strongly disagree)

29. My experience using TritonApps was positive

(1 strongly agree- 7 strongly disagree, 8 DID NOT USE)

30. How much did your classes use apps via TritonApps this semester?

   (0 did not use - 5 frequently)

31. Which TritonApps were most useful to your class?

32. What software would you like to see added to TritonApps?

33. Has using TritonApps reduced or replaced your use of the computer labs on campus?

- Yes
- No
- I do not currently use the computer labs on campus.

34. Please describe any negative primary lab experience.

35. Please describe the most positive primary lab experience.

36. How can we improve your primary lab experience?

37. To which of the following personal devices do you currently have personal access (check all that apply)

- Laptop/Notebook
- Personal Computer (Desktop)
- iPad/iTouch/tablet
- eBook Reader
- Smartphone (iPhone, Android)

- Scanner
- Portable Hard Drive
- Other:

38. Which of the following personal electronic devices do you plan on purchasing in the near future? (check all that apply)

- Laptop/Notebook
- Personal Computer (Desktop)
- iPad/iTouch/tablet
- eBook Reader
- Smartphone (iPhone, Android)
- Scanner
- Portable Hard Drive
- Other:

39. What do you use your mobile device (other than laptop) for? (check all that apply)

- Phone calls
- Texting
- Web browsing
- Social media
- Email
- Classroom "Clicker"
- MyGateway access
- MyView access
- DARS reports
- Other:
- Does not apply

40. If you own a laptop or mobile computing device, do you bring it to campus?

- Yes
- No
- Does not apply

41. If you do not bring your laptop or mobile device to campus, what prohibits you from bringing it to campus?

42. How do you use Blackboard Instant Messenger (BB-IM)?

- Class work
- Contacting my instructor
- Contacting other students in my class
- For non-class chatting and social networking
- Other:
- Don't use

43. What is the level of your agreement with the following statement? I would like to see BB-IM used in more of my classes

(1 strongly agree- 7 strongly disagree)

44. Additional comments and suggestions for what Information Technology Services can provide in the future to improve your learning experience: