MyGateway Student Survey Report: Fall 2010-Spring 2011

Robert O. Keel

August 8, 2011
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 2010 and SP 2011\(^1\), and,
- Demonstration of indicators of optimal teaching and learning interactions between and among faculty and students.

Methodology

The FS 2010 and SP 2011 Student MyGateway/ITS Lab Surveys (see, appendix 1, page 19) 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 29 through December 17, 2010 for the fall survey and April 11, 2010-May 16, 2011 for the spring semester. Completed surveys numbered 393 for the FS 2010 survey and 413 for SP 2011 (approximately 3.3% of all students logging on to MyGateway during SP11 [12,321]).\(^2\) This report also presents data from previous surveys dating back to FS 2002 for comparison and long-term trend analysis.

Table 1: Respondent's Course of Study (Q1)

<table>
<thead>
<tr>
<th>Respondent's Course of study</th>
<th>WS06</th>
<th>WS07</th>
<th>WS08</th>
<th>SP09</th>
<th>SP10</th>
<th>FS10</th>
<th>SP11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arts and Sciences</td>
<td>31.3%</td>
<td>31.3%</td>
<td>30.4%</td>
<td>28.9%</td>
<td>31.4%</td>
<td>30.5%</td>
<td>25.4%</td>
</tr>
<tr>
<td>Business Administration</td>
<td>21%</td>
<td>25.4%</td>
<td>19.5%</td>
<td>20.6%</td>
<td>23.4%</td>
<td>24.2%</td>
<td>25.4%</td>
</tr>
<tr>
<td>Education</td>
<td>16.4%</td>
<td>14.3%</td>
<td>17.1%</td>
<td>17.6%</td>
<td>13.2%</td>
<td>9.7%</td>
<td>19.9%</td>
</tr>
<tr>
<td>Graduate School</td>
<td>12.7%</td>
<td>13.0%</td>
<td>15.2%</td>
<td>12.3%</td>
<td>11.5%</td>
<td>10.4%</td>
<td>11.4%</td>
</tr>
<tr>
<td>Nursing</td>
<td>7.6%</td>
<td>3.5%</td>
<td>3.5%</td>
<td>9.1%</td>
<td>7.3%</td>
<td>7.6%</td>
<td>6.5%</td>
</tr>
<tr>
<td>Optometry</td>
<td>0.9%</td>
<td>0.8%</td>
<td>0.3%</td>
<td>0.5%</td>
<td>0.8%</td>
<td>6.6%</td>
<td>2.2%</td>
</tr>
<tr>
<td>Fine Arts and Communications</td>
<td>5.1%</td>
<td>6.6%</td>
<td>6.6%</td>
<td>6.9%</td>
<td>5.2%</td>
<td>3.1%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Other</td>
<td>4.9%</td>
<td>4.8%</td>
<td>5.4%</td>
<td>3.9%</td>
<td>6.9%</td>
<td>6.4%</td>
<td>4.8%</td>
</tr>
<tr>
<td>Total</td>
<td>99.9%</td>
<td>99.7%</td>
<td>98.0%</td>
<td>99.8%</td>
<td>99.7%</td>
<td>98.5%</td>
<td>99.8%</td>
</tr>
</tbody>
</table>

\(^1\) The designation for the spring semester changed from "WS" to "SP" in 2009.

\(^2\) See, [https://sso.umsl.edu/perl/umsl/stats_main.pl](https://sso.umsl.edu/perl/umsl/stats_main.pl). These semester reports ceased following Spring 2009. Logon data for Spring 2010 was reconstructed based on existing MyGateway data logs. Data from Fall 2009 was not available at the time this report was written. FS2010 and SP2011 data obtained from MyGateway tracking logs.
This distribution of students across the various academic units of the university, although not a random or representative sample of the student population, does come close to representing the distribution of student activity in MyGateway (see figure 1), with two exceptions—graduate students are over-represented in the sample and Fine Arts and Communication students are under-represented.

An additional factor to be taken into account in reviewing the data presented in this report is the steady increase in use of MyGateway over the past ten years (figure 2, below).
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

Through SP 2010, students were asked to indicate the primary computer access and capabilities they had available. Beginning in FS 2010, in response to student concerns, questions concerning this data were eliminated in an effort to shorten the survey. What follows is a synopsis of information reported in the FS09-SP10 survey. Primary Access Location, types of Computer, and Type of Internet Connection are the three tables that follow.

Nearly thirty percent (29.4% in SP10) of students list “On Campus” as their primary location for accessing the internet for educational purposes. Sixty-two percent (62%) listed “at home.” The trend prior to SP10 was for increased home and work—the percentage increasing steadily over the preceding four years and is indicative of a broader trend towards mobile and off-campus access. For SP2010, reported at home use dropped by nearly 3% and on campus access increase by approximately the same amount. This may reflect increasing use of wireless access on campus and an overall surge in mobile computing (see Figure 5, below).

Previous iterations of the MyGateway Student and Faculty Surveys can be accessed at: The specifics of faculty use can be found in the faculty survey analysis located at: http://www.umsl.edu/technology/mgwhelp/mgwinfo/mgwinfo.html.
Figure 3: Primary location for accessing the Internet for educational purposes, FS02-SP10

Type of Off-Campus Internet Connection (SP10)

Students were asked specifics about the type of Internet connection they access from off-campus: dial-up telephone via modem, dial up with DSL, cable modem, or other. Broadband access continues to grow. In SP10 only 4.9% of the respondents reported “dial-up modem” use, and most of these users have broadband access at some location—99.8% of the SP10 sample have broadband access at home or work.

Table 3: Off-Campus Internet Access WS06-SP10 (multiple responses possible)

<table>
<thead>
<tr>
<th>Off-Campus Access</th>
<th>WS06</th>
<th>WS07</th>
<th>WS08</th>
<th>SP09</th>
<th>FS09*</th>
<th>SP10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wireless</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>55.7%</td>
<td>62.3%</td>
</tr>
<tr>
<td>Dial-up modem</td>
<td>19%</td>
<td>10.9%</td>
<td>6.5%</td>
<td>4.9%</td>
<td>3.2%</td>
<td>2.2%</td>
</tr>
<tr>
<td>DSL/Cable Modem</td>
<td>68.6%</td>
<td>74.9%</td>
<td>87.9%</td>
<td>90.2%</td>
<td>59.9%</td>
<td>55.6%</td>
</tr>
<tr>
<td>Work LAN</td>
<td>8.1%</td>
<td>4.0%</td>
<td>9.4%</td>
<td>9.6%</td>
<td>6.9%</td>
<td>4.6%</td>
</tr>
</tbody>
</table>

*Wireless” was added as an option starting with the FS09 survey.
Mobile/wireless access has become the norm with nearly two-thirds of students reporting wireless, off-campus access and over 88% reporting use of a laptop or netbook (additionally 46% report “smart phone” use in SP11—up from 27% in SP10 and 34.9% in FS10). This is in line with national trends reported by the Pew Internet and American Life Project, which charts 60% of Americans making use of wireless internet access via a laptop or smart phone (up from 51% in 2009).

Figure 5: In your life, do you make use of any of the following wireless computing technology? (Q28) SP 2011 N: 413

---

Comparisons between students and faculty access show little difference between faculty and student internet access. Faculty narrowed the "broadband gap" in WS08, but students appear to be outpacing faculty in wireless access. In SP 2010, only 42% of faculty report wireless access off-campus. In any case, with virtually 100% of students reporting broadband access at home or work and nearly 80% of faculty also reporting off-campus broadband access (along with wireless) students and teachers at UMSL are 21st Century Netizens.  

MyGateway Course Activity
Through SP 2010, students were also asked to indicate those features of the MyGateway system they found most useful. Beginning in FS 2010, in response to student concerns about survey length, questions concerning this data were eliminated. Table 4, below, presents data drawn from the Project Astro Statistics Reporting and Tracking administrative tool for the total number of student page views of the various student tools found in MyGateway. While "page view" data doesn't necessarily reflect student perception of usefulness, it does provide a window for examining overall use of the system. Most notably, content areas, grades, and interactive utilities rank as those areas receiving the highest number of page views.

Table 4: All Student Tool Page Views for SP2011

<table>
<thead>
<tr>
<th>Tool Name</th>
<th>Number of Courses</th>
<th>Total Student Page Views</th>
</tr>
</thead>
<tbody>
<tr>
<td>Announcements</td>
<td>1,656</td>
<td>30,206</td>
</tr>
<tr>
<td>Calendar</td>
<td>9</td>
<td>13</td>
</tr>
<tr>
<td>Collaboration</td>
<td>9</td>
<td>25</td>
</tr>
<tr>
<td>Contacts</td>
<td>465</td>
<td>1,228</td>
</tr>
<tr>
<td>Content Area</td>
<td>1,763</td>
<td>6,172,743</td>
</tr>
<tr>
<td>Discussion Board</td>
<td>2,000</td>
<td>378,845</td>
</tr>
<tr>
<td>Glossary</td>
<td>13</td>
<td>16</td>
</tr>
<tr>
<td>Groups</td>
<td>538</td>
<td>146,427</td>
</tr>
<tr>
<td>My Grades</td>
<td>1,854</td>
<td>63,924</td>
</tr>
<tr>
<td>Podcast</td>
<td>173</td>
<td>405</td>
</tr>
<tr>
<td>Roster</td>
<td>97</td>
<td>294</td>
</tr>
<tr>
<td>Send Email</td>
<td>395</td>
<td>2,107</td>
</tr>
<tr>
<td>Tools Area</td>
<td>1,427</td>
<td>21,930</td>
</tr>
<tr>
<td>Voice Board</td>
<td>95</td>
<td>11,570</td>
</tr>
<tr>
<td>Voice Email</td>
<td>93</td>
<td>308</td>
</tr>
<tr>
<td>Voice Podcaster</td>
<td>66</td>
<td>345</td>
</tr>
<tr>
<td>Wimba Classroom</td>
<td>313</td>
<td>54,275</td>
</tr>
<tr>
<td>Wimba Pronto</td>
<td>192</td>
<td>717</td>
</tr>
</tbody>
</table>

5 The specifics of faculty use can be found in the faculty survey analysis located at: http://www.umsl.edu/technology/mgwhelp/mgwinfo/mgwinfo.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.

6 A "page view" represents an instance of a page being loaded by a browser. See: http://www.google.com/support/googleanalytics/bin/answer.py?answer=33050
MyGateway Experiences

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.

Course Work and MyGateway

Students were asked about the time they spent online working on their courses comparing the work among classes using MyGateway frequently and those minimally, or not at all. Again, just over half (55.5%) of the students indicated that they “work more” in courses that use MyGateway as compared to courses that don’t use it or use it to a limited extent (SP10-11), and the trend is moving in the direction of perception of working more in online courses.

Table 5: Working in Courses Using MyGateway WS06-SP11 (Q2)

<table>
<thead>
<tr>
<th>Do you think you work more or less in classes that use MyGateway, compared to classes that don’t use it, or use it to a limited extent?</th>
<th>FS10</th>
<th>SP11</th>
<th>WS06-SP11 Ave.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Much more</td>
<td>24.9%</td>
<td>26.6%</td>
<td>24.9%</td>
</tr>
<tr>
<td>Somewhat more</td>
<td>29.3%</td>
<td>34.9%</td>
<td>29.8%</td>
</tr>
<tr>
<td>About the same</td>
<td>39.7%</td>
<td>32.9%</td>
<td>37.4%</td>
</tr>
<tr>
<td>Somewhat less</td>
<td>3.1%</td>
<td>3.9%</td>
<td>4.6%</td>
</tr>
<tr>
<td>Much less</td>
<td>0.8%</td>
<td>0.7%</td>
<td>1.5%</td>
</tr>
</tbody>
</table>

Figure 6: Do you think you work more or less in classes that use MyGateway, compared to classes that don’t use it, or use it to a limited extent? WS06-SP11
Learning, Communication, and Satisfaction with MyGateway (Q3-15)

Students ranked the following statements on a seven-point Likert scale (1: strongly agree, 4: neutral, 7: strongly disagree). **For all questions** (except question 10: “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 question 10 indicated that face-to-face group work is comparable between MyGateway and non-MyGateway courses.

Table 6: Communicating, Learning, and Satisfaction with MyGateway FS10-SP11 and Overall Mean for WS06-SP11 (FS10 N: 393 SP11 N: 413)

<table>
<thead>
<tr>
<th>Question</th>
<th>Mean Score FS10</th>
<th>Mean Score SP11</th>
<th>Mean WS06-SP11</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Communicate with other students.</td>
<td>3.01</td>
<td>3.01</td>
<td>2.70</td>
</tr>
<tr>
<td>4. Work in online groups.</td>
<td>3.49</td>
<td>3.46</td>
<td>3.38</td>
</tr>
<tr>
<td>5. More likely for me to work in face-to-face groups.</td>
<td>4.04</td>
<td>4.13</td>
<td>4.10</td>
</tr>
<tr>
<td>6. More likely that I spend additional time studying.</td>
<td>3.35</td>
<td>3.21</td>
<td>3.27</td>
</tr>
<tr>
<td>7. Communicate with my instructor.</td>
<td>2.45</td>
<td>2.42</td>
<td>2.24</td>
</tr>
<tr>
<td>8. MGW helps me do better (learn more).</td>
<td>2.80</td>
<td>2.84</td>
<td>2.75</td>
</tr>
<tr>
<td>9. Satisfied with courses because of MGW.</td>
<td>2.73</td>
<td>2.69</td>
<td>2.66</td>
</tr>
<tr>
<td>10. Accessing Grades in MGW helps me stay engaged.</td>
<td>1.83</td>
<td>1.90</td>
<td>1.82</td>
</tr>
<tr>
<td>11. Online discussions/think more about the course.</td>
<td>3.00</td>
<td>3.09</td>
<td>3.01</td>
</tr>
<tr>
<td>12. Complete course assignments.</td>
<td>2.64</td>
<td>2.67</td>
<td>2.75</td>
</tr>
<tr>
<td>13. Use MGW in all my courses.</td>
<td>2.25</td>
<td>2.28</td>
<td>2.12</td>
</tr>
<tr>
<td>14. Take another course at UMSL because it uses MyGateway.</td>
<td>3.44</td>
<td>3.48</td>
<td>3.28</td>
</tr>
<tr>
<td>15. Complete my degree at UMSL because of MGW</td>
<td>3.36</td>
<td>3.42</td>
<td>3.31</td>
</tr>
</tbody>
</table>
Most significantly (and supported by previous studies\(^\text{7}\)), “Being able to access course grades via MyGateway helps me stay engaged with my course work” (Q15); “I would like to have MyGateway used in all my courses” (Q18); and “Using MyGateway for my course work makes it more likely for me to communicate with my instructor” (Q12); rank as being most significant to the students responding to the survey.

\(^{7}\) See previous survey analyses at: [http://www.umsl.edu/technology/mgwhelp/mgwinfo/mgwinfo.html](http://www.umsl.edu/technology/mgwhelp/mgwinfo/mgwinfo.html)
Figure 8: Distribution of responses for “communication” questions (SP11, N: 413)

Note. The communication question (Q10) dealing with likelihood of working in face-to-face groups shows the most neutral response (at 4 on the 7-point scale).

Figure 9: Distribution of responses for “learning” questions (SP11, N: 413)

Note: Question 15, stating access to grades keeps student engaged, was most universally supported by those responding (over 88.2% agreeing).
The data presented above indicate that use of MyGateway results in higher estimates of learning activity, higher degrees of satisfaction, more student/teacher communication, more student/student communication, and a perception of increased learning outcomes. Table 7 (page 10) and figure 14 (following page) present mean score data on student perceptions concerning communication, learning and satisfaction over seven instances of the survey (WS 2006-SP 2010). **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.**
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 surveys, most of the Likert scale questions have remained the same over the years. Figure 12, (below) 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)\(^8\)

\(^8\) See previous survey analyses at: [http://www.umsl.edu/technology/mgwhelp/mginfo/mginfo.html](http://www.umsl.edu/technology/mgwhelp/mginfo/mginfo.html)
Written Comments (Q34)

Fifty-four students (54) provided written comments on the fall 2010 survey (13.7% of all respondents). Of these, 12 responses (22.2% of those providing written comments and 3.1% of all respondents) related to MyGateway, Email, and/or other online tools integrated into the course management system (such as Wimba and the Online Testing Center). For SP 2011, 59 students provided written comments (14.3% of all respondents) and 15 related to MyGateway and online learning (25.4% of those providing written comments, 3.6% of all survey 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 FS10 and SP11 responses. The number of responses indicated in the tables below total more than 27, since many responses contain two or more specific comments.

Notable are the positive statements endorsing MyGateway as a convenient tool for communicating, checking grades, referring to documents, and generally keeping in touch with course and campus by our students. Negative experiences are more commonly focused on how MyGateway is used, or not, by our faculty. New to this iteration of the survey are student interest in more online course offerings and additional features being added to MyGateway, as well as a concern with overuse of online resources.
Figure 13: Benefits of eLearning and Using MyGateway, FS10-SP11 Combined (N: 27)

Table 7: Benefits of eLearning and Using MyGateway FS09-SP11 Combined

<table>
<thead>
<tr>
<th>Benefits</th>
<th>FS10</th>
<th>SP11</th>
<th>Total</th>
<th>% of all respondents commenting (N: 27)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Generally positive (&quot;MyGateway is great!&quot;)</td>
<td>2</td>
<td>3</td>
<td>5</td>
<td>18.5%</td>
</tr>
<tr>
<td>Convenience, Accessibility, and Reliability</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>3.7%</td>
</tr>
<tr>
<td>Viewing and tracking grades</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>3.7%</td>
</tr>
<tr>
<td>Accessing Documents and Assignments</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>7.4%</td>
</tr>
<tr>
<td>Organization features (personal and course-related)</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>3.7%</td>
</tr>
<tr>
<td>Enhances Campus Connection</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>3.7%</td>
</tr>
<tr>
<td>Online Software Access</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>3.7%</td>
</tr>
<tr>
<td>Mobile Access</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>3.7%</td>
</tr>
</tbody>
</table>
Figure 14: Problems associated with eLearning and using MyGateway FS10-SP11 Combined (N: 27)
The majority of problems associated with MyGateway had to do with the way the system is used (or not used), rather than with the course management system itself. 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. Additionally, for the FS 2010 and SP 2011 survey a limited number of comments focused on the need for more online courses, additional features (mobile apps) being added to the MyGateway system, and for online access to classroom/lab software.

With only 27 students providing comments, space allows for full reproduction:

**FS 2010 Additional Comments**

*** At my undergrad campus we were able to print from our laptops using some sort of software. That was great, because it was not necessary for me to get on a campus computer and take up that space just to print. It would handy to look into this. Thanks.

*** SPSS availability (online) would be fantastic!
*** If there was a way to send print jobs through MyGateway from my personal computer, I would reduce my use of the lab.
*** The WiFi on campus is poor. Students should be able to access WiFi in every classroom on campus. In my opinion this is the first issue that should be addressed. Also, I didn't come close to using my entire print quota. I should either receive a refund or be able to pick up the paper I didn't use to use at home.
*** I also access blackboard information on my smart phone.
*** Access to lab software at home would be incredibly helpful for my graduate research projects and class projects.
*** In MyGateway, when you open a scanned in document you have to close out the MyGateway tab and then sign back in in order to view another scanned in document. It's time consuming. I would like to see this repaired. Otherwise I'm really happy with MyGateway.
*** PLEASE GET BLACKBOARD TO BE SUPPORTED ON ALL NETWORKS (ie. T-Mobile)
...SPRINT SUCKS.
*** MyGateway helps me stay organized. I love having access to my grades, online notes, and assignments. It upsets me that not all professors use MyGateway. I had 5 classes and 4 of them used MyGateway for announcements, assignments and grades. I relied so heavily on MyGateway that I missed an assignment in the 5th class which didn't use MyGateway. I find that some teachers who do not use MyGateway prefer to use their personal web page. This is inconvenient for students by having separate sites to get information. I do not like using windows live for email; I would prefer to have it tied to MyGateway. Again, it becomes another site I need to access. I was unable to use the Triton Network for my smartphone.

*** MyGateway has nothing to do with the likelihood I would take a course; there are some professors who do not use it because it motivates students to show up to class if the information is not posted. THAT makes me more likely to register for the course. The printing quota system is ridiculous; we should be able to print as needed for our classes. I hate viewing information on the computer, and limiting my printing is limiting my educational experience.

*** I am an international student living in Asia and I was able to complete my teacher certification course through Gateway. Thanks very much for having this technology

*** Being able to access SPSS from a personal computer (online) would help TREMENDOUSLY! I would learn so much more if I could open the program at home. Thanks!

SP2011 Additional Comments

*** My only class was online this semester. I used the computer labs to set up my email, information, etc. The individuals there at that time were very helpful in resolving some problems I was having in the system (MyGateway, MyView and Windows Live e-mail).

*** Remote access to SPSS would have reduced my overall stress during the analysis phase. You do your best to run the right analysis then you get home to discover that you have a multicolinearity issue among the dependent variable and need to rerun analysis with one less variable. For the cost of gas, I might have been better off to buck up and purchase the software. Hind sight is 20/20.

*** Please try to resolve Wimba issues for the next classes in the future-it worked very well for our review class this past summer and was great!

*** 9. I am very satisfied with the courses I take because they use MyGateway. --This is a double barreled question. I could be satisfied or dissatisfied with courses regardless if they use MyGateway

*** I do like the remote access developments that have occurred in the past semester--I would LOVE it if this would happen for all possible software.

*** Don't have such strict requirements for personal laptop security in order to access the WIFI. I was unable to use the WiFi several times due to this problem and its extremely frustrating.

*** Would like wireless internet signal throughout campus (tower, all of clark hall/lucas hall)

*** On MyGateway, I would like it if the announcements were in a separate box from my courses. I would like it if I could change the course names from their number to the name of the class, ie. SP11-Mrtg3700-004 to Marketing. In the course, I would like when I view the announcement page to see not only the posted by and posted on, but the time too. These are just a few suggestions that would make my MyGateway experience a little better.

*** I wish that all teachers would use the grading system in MyGateway for their classes. That would keep me more motivated to do my best and is a good gauge for me to keep track of my progress and my work.

*** You guys need to support an Android App for MyGateway for all Mobile Carriers.

*** none that I cant think of except that I really like MyMathLab

*** offer more on-line classes

*** I have tried to use my laptop on campus and it is just too hard to connect. I had to go to the north side of campus, park, hike up to the computer service area, wait 15 minutes to be helped, then have them spend 15 minutes figuring it out and then they loaded whatever software they thought I needed. Two weeks later I tried to log in on campus again and I could not and was told to go to the north campus and repeat the whole procedure. They said if I did not use my computer at school all of the time I would have to go through this every time I wanted to connect on
campus. Ridiculous. It is much easier to just use the computers at school and a thumb drive. I do not know why we cannot access SPSS from home.

*** Adding access to SPSS (online) would be fantastic. It would need to be compatible with mac. That is a limitation for me this semester. The text had a CD with a temporary license for SPSS - not compatible with Mac. I feel I would have accomplished so much more and had a much better understanding of the material if that had been available to me.

*** For question 32, if I could print from my computer on campus I would need less time at the stations the school provides. I run an obscure operating system on my laptop/netbook, though which makes this a less likely solution.

*** Please try to improve Wimba

Conclusions

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. 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 the faculty MyGateway survey 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 by students parallels that of the faculty (although student use of wireless technology appears to be much higher than faculty,

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

10 See the FS 2009-SP 2010 Faculty MyGateway and TEC Classroom Survey analysis at:
http://www.umsl.edu/technology/mgwhelp/mgwinfo/mgwinfo.html
faculty members were not asked about on-campus wireless access). It is clear, however, that with 52.8% of students bringing a laptop or mobile device to campus (Q31, SP11), over 88% reporting the ability to access a laptop off-campus (Q28, SP11), and with over 46% reporting use of “smart phones” (up from 27% in SP 2010) 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, 2002, 2003, 2005, 2006, 2007, 2008, 2009, 2010, and 2011\textsuperscript{11}; 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 seven years, highlight MyGateway’s contribution to the strategic campus goals of:

- Recruitment
- Retention
- Student engagement
- Community building

\textsuperscript{11} See the FS 2009-SP 2010 Faculty MyGateway and TEC Classroom Survey analysis at: http://www.umsl.edu/technology/mgwhelp/mgwinfo/mgwinfo.html
Appendix 1:

MyGateway Student Survey Spring 2011

1. What is your course of study?
   1. Arts and Sciences
   2. Business Administration
   3. Education
   4. Graduate School
   5. Nursing
   6. Optometry
   7. Fine Arts and Communications

2. Do you think you work more or less in classes that use MyGateway, compared to classes that don't use it, or use it to a limited extent?
   1. Much more classrooms)
   2. Somewhat more
   3. About the same
   4. Somewhat less
   5. Much less

MyGateway Experiences

Please answer questions 3-15 concerning the use of MyGateway in your classes here at UM-St. Louis. If you did not have classes that used MyGateway, click here to go to questions concerning your experiences with Instructional Computing Computer Labs.

   (1: strongly agree, 4: neutral, 7: strongly disagree 8. Does Not Apply)

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

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

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

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

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

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

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

15. Being able to access course grades via MyGateway helps me stay engaged with my course work.
11. The online discussions (text and/or audio) in MyGateway make me think more about the course topics.

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

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

14. I am more likely to take another course at UMSL because of MyGateway.

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

16. 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.

17. Reason(s) to use primary lab? (Mark ALL that apply):

   1. Color printing
   2. Black and white printing
   3. Convenient
   4. Internet
   5. Wireless Internet
   6. Technology Assistance
   7. Unique software
   8. Resources are not available to me off campus

Please describe any negative primary lab experience.

Please describe the most positive primary lab experience.

How can we improve your primary lab experience?

Please rate your level of agreement with the following statements, with 1 being "strongly agree" and 7 being "strongly disagree".

(1: strongly agree, 4: neutral, 7: strongly disagree 8. Does Not Apply)

18. The consultant in the computer lab was courteous, helpful, and positive.

19. The consultant in the computer lab helped answer my computer questions.

20. The computer labs were clean and well organized.

21. The hours of operation are sufficient.

22. There is adequate access to computers to meet my educational needs.

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

24. I support the current print quota system, PaperCut NG.
25. I would support a hard print quota system.

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

27. I prefer to turn in assignments electronically.

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

1. Laptop/Notebook
2. Personal Computer (desktop)
3. iPad/iTouch
4. eBook Reader
5. Smartphone (iPhone, Android)
6. Scanner
7. Portable Hard Drive
8. Other:

29. Which of the following personal electronic devices do you plan to purchase in the near future? (check all that apply)

1. Laptop/Notebook
2. Personal Computer (desktop)
3. iPad/iTouch
4. eBook Reader
5. Smartphone (iPhone, Android)
6. Scanner
7. Portable Hard Drive
8. Other:

30. If you own a Smartphone or similar device, what do you use it for? (check all that apply)

1. Text
2. Web browsing
3. Social Media (Facebook, Twitter, etc.)
4. Email
5. Does not apply

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

1. Yes
2. No
3. Does Not Apply

32. If you could access computer lab software such as SPSS, Office, ARC, on your personal computer, would it replace or reduce your use of the computer labs on campus?

1. Yes
2. No
3. I do not currently use the computer labs on campus.

33. Additional Comments:
Useful Features of MyGateway (Q21)

The most useful feature of the system, listed by 86.6% of the students, was the availability of documents related to coursework. This has been the case since WS 2008. This feature now slightly outranks the communication utilities in MyGateway, specifically class email and instructor announcements (82.6.0% for SP10) and access to the grades (80.6% for SP10). Over the past 8 years, MyGateway has become the primary means through which most students receive basic information about their classes and the campus. Also of note, the use of online quizzes, exams, and tests was ranked among the top four features by 52.2% of the students.

Also of note, student appreciation of most features has either increased or remained stable over the past four years. Especially interesting is the increase in perceived usefulness of multimedia resources (24.2%), Wimba Live Classroom (13%), wikis and blogs (8.5%) for SP10. This may be part of the societal trend for use of multimedia and interactive software, and/or stimulated by increasing use of such interactive features by faculty.
Table 6: MyGateway Features Found Most Useful (multiple responses possible)

<table>
<thead>
<tr>
<th>Which of the following features of MyGateway do you find most useful?</th>
<th>WS06</th>
<th>WS07</th>
<th>WS08</th>
<th>SP09</th>
<th>FS09</th>
<th>SP10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Announcements and email</td>
<td>86.6%</td>
<td>88.4%</td>
<td>87.9%</td>
<td>87%</td>
<td>86.1%</td>
<td>82.6%</td>
</tr>
<tr>
<td>Grade Book</td>
<td>83.3%</td>
<td>83.6%</td>
<td>82.9%</td>
<td>83.3%</td>
<td>84.4%</td>
<td>80.6%</td>
</tr>
<tr>
<td>Course Documents</td>
<td>81.4%</td>
<td>81.5%</td>
<td>90.2%</td>
<td>91.4%</td>
<td>89.6%</td>
<td>86.6%</td>
</tr>
<tr>
<td>Online quizzes, exams and tests</td>
<td>54.4%</td>
<td>54.0%</td>
<td>52%</td>
<td>55.4%</td>
<td>56.4%</td>
<td>52.2%</td>
</tr>
<tr>
<td>Discussion Forums</td>
<td>37.7%</td>
<td>28.7%</td>
<td>30.8%</td>
<td>29.7%</td>
<td>29.7%</td>
<td>31.0%</td>
</tr>
<tr>
<td>Calendar and Tasks</td>
<td>22.9%</td>
<td>23.1%</td>
<td>23%</td>
<td>21.6%</td>
<td>22.0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>Multimedia resources</td>
<td>20.1%</td>
<td>21%</td>
<td>22.8%</td>
<td>26.2%</td>
<td>27.0%</td>
<td>24.2%</td>
</tr>
<tr>
<td>Groups</td>
<td>15.4%</td>
<td>17.2%</td>
<td>13.7%</td>
<td>16.7%</td>
<td>17.1%</td>
<td>16.1%</td>
</tr>
<tr>
<td>Wimba Live Classroom (real-time internet and audio connection, and class presentation recording)</td>
<td>10.2%</td>
<td>7.4%</td>
<td>8.5%</td>
<td>12.7%</td>
<td>16.1%</td>
<td>13.0%</td>
</tr>
<tr>
<td>Chat and the virtual classroom</td>
<td>9%</td>
<td>7.7%</td>
<td>7.0%</td>
<td>6.6%</td>
<td>7.9%</td>
<td>7.3%</td>
</tr>
<tr>
<td>Audio tools (voice boards, voice emails, voice direct)*</td>
<td>4.4%</td>
<td>6.3%</td>
<td>4.7%</td>
<td>5.6%</td>
<td>6.2%</td>
<td>4.4%</td>
</tr>
<tr>
<td>Wikis and Blogs (team sites and journals)*</td>
<td>3.2%</td>
<td>4.3%</td>
<td>4.6%</td>
<td>11.0%</td>
<td>9.9%</td>
<td>8.5%</td>
</tr>
<tr>
<td>Pronto (text chat)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>6.2%</td>
<td>4.4%</td>
</tr>
</tbody>
</table>

Figure 8: Which of the following features of MyGateway do you find most useful? (multiple responses possible) WS06-SP10