MyGateway Student Survey Report: Fall 2011-Spring 2012

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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 2011 and SP 2012\(^1\), and,
- Demonstration of indicators of optimal teaching and learning interactions between and among faculty and students.

Methodology

The FS 2011 and SP 2012 Student MyGateway/ITS Lab Surveys (see, appendix 1, page 22) 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 17 through December 17, 2011 for the fall survey and April 12-May 11, 2012 for the spring semester. Completed surveys numbered 231 for the FS 2011 survey and 610 for SP 2012 (approximately 5% of all students logging on to MyGateway during SP12 [12,183]).\(^2\) 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 represent the academic level, transfer status, and course of study for the respondents to the FS 2011 and SP 2012 surveys.

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

\(^2\) See, https://sso.umsl.edu/perl/umsl/stats_main.pl. 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, SP2011, FS2011, and SP2012 data obtained from MyGateway tracking logs.
Figure 1: Respondent’s Academic Level AY 2011-2012 N: 841 (Q1)

Figure 1a: SP 2012: Total Student Population Academic Level (N: 11,920)

Figure 2: Transfer Status AY 2011-2012 N: FS11-231 SP12-610 (Q2)
Table 1: Respondent's Course of Study: Mean WS 2006-SP 2012

<table>
<thead>
<tr>
<th>Respondent's Course of Study</th>
<th>Mean WS 2006-SP 2012</th>
<th>Actual Percentage Enrolled SP2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arts and Sciences</td>
<td>28.33%</td>
<td>30%</td>
</tr>
<tr>
<td>Business Administration</td>
<td>23.83%</td>
<td>17.4%</td>
</tr>
<tr>
<td>Education</td>
<td>17.64%</td>
<td>8.5%</td>
</tr>
<tr>
<td>Graduate School</td>
<td>11.35%</td>
<td>24.1%</td>
</tr>
<tr>
<td>Nursing</td>
<td>5.31%</td>
<td>6.2%</td>
</tr>
<tr>
<td>Optometry</td>
<td>2.18%</td>
<td>3%</td>
</tr>
<tr>
<td>Fine Arts and Communications</td>
<td>5.28%</td>
<td>7.4%</td>
</tr>
<tr>
<td>Other</td>
<td>5.63%</td>
<td>3.2%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

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 eleven years (figure 4, below).
Figure 4: Active courses and instructors in MyGateway FS 2000-SP 2012

- **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-sp12 data reflects change in how active courses are counted and an elimination of courses no-longer active.

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 nearly two-thirds of students reporting wireless, off-campus access and over 88% reporting use of a laptop or netbook (additionally 63% reported "smart phone" use in SP11—up from 54% in FS11, 46% in SP11, 34.9% in FS10, and 27% in SP10). This is in line with national trends⁴ reported by the Pew Internet and American Life Project, which charts over 60% of Americans making use of wireless internet access via a laptop or smartphone (up from 51% in 2009), and 66% of the 18-29 year old population owning smartphones.

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Figure 5: Smart Phone Ownership, SP 2010-SP 2012 (Q17)

Figure 6: To which of the following personal devices do you currently have personal access? (check all that apply) (Q17) FS 2011 N: 231 SP 2012 N: 610

With broadband access nearly universal, and mobile devices owned or accessible to over 90% of students today—a trend that is accelerating, educational institutions are facing a new, “networked
individual⁴. Not only is smartphone use becoming universal, in SP12 33% of students reported owning an iPad, iTouch, or other tablet, 42% 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.⁵

Figure 7: Which of the following personal electronic devices do you plan on purchasing in the near future? (check all that apply) (Q18) SP 2012 N: 610

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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](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.
MyGateway Course Activity

Figure 8: What are some of the most useful MyGateway features? (check all that apply) (Q4) SP 2012 N: 610

![Bar chart showing MyGateway features usage]

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.

Course Work and MyGateway

In past iterations of the survey, 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. This question was omitted from the FS11-SP12 surveys.

Figure 9: 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

![Line chart showing work frequency over time]
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 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.

Table 2: Communicating, Learning, and Satisfaction with MyGateway FS11-SP12 and Overall Mean for WS06-SP11 (Q4) (FS11 N: 231 SP12 N: 610 WS06-SP12 N: 8397)

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

<table>
<thead>
<tr>
<th>Question</th>
<th>Mean Score FS11</th>
<th>Mean Score SP12</th>
<th>Mean WS06-SP12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicate with other students.</td>
<td>2.87</td>
<td>2.93</td>
<td>2.73</td>
</tr>
<tr>
<td>Work in online groups.</td>
<td>3.25</td>
<td>3.42</td>
<td>3.37</td>
</tr>
<tr>
<td>More likely for me to work in face-to-face groups.</td>
<td>3.94</td>
<td>3.93</td>
<td>4.07</td>
</tr>
<tr>
<td>More likely that I spend additional time studying.</td>
<td>3.06</td>
<td>3.3</td>
<td>3.26</td>
</tr>
<tr>
<td>Communicate with my instructor.</td>
<td>2.21</td>
<td>2.43</td>
<td>2.25</td>
</tr>
<tr>
<td>MGW helps me do better (learn more).</td>
<td>2.67</td>
<td>2.69</td>
<td>2.74</td>
</tr>
<tr>
<td>Satisfied with courses because of MGW.</td>
<td>2.72</td>
<td>2.74</td>
<td>2.67</td>
</tr>
<tr>
<td>Accessing Grades in MGW helps me stay engaged.</td>
<td>1.79</td>
<td>1.88</td>
<td>1.82</td>
</tr>
<tr>
<td>Online discussions/think more about the course.</td>
<td>2.89</td>
<td>3.16</td>
<td>3.02</td>
</tr>
<tr>
<td>Complete course assignments.</td>
<td>2.59</td>
<td>2.65</td>
<td>2.73</td>
</tr>
<tr>
<td>Use MGW in all my courses.</td>
<td>2.26</td>
<td>2.13</td>
<td>2.13</td>
</tr>
<tr>
<td>Take another course at UMSL because it uses MyGateway.</td>
<td>3.2</td>
<td>3.14</td>
<td>3.26</td>
</tr>
<tr>
<td>Complete my degree at UMSL because of MGW</td>
<td>3.18</td>
<td>3.15</td>
<td>3.29</td>
</tr>
</tbody>
</table>
Figure 10: Overall Mean Scores WS06-SP12 Combined (N: 8397)
(7 point Likert Scale, 1: Strongly agree, 4: neutral, and 7 Strongly disagree)

Most significantly (and supported by previous studies⁶), “Being able to access course grades via MyGateway helps me stay engaged with my course work”; “I would like to have MyGateway used in all my courses”; and “Using MyGateway for my course work makes it more likely for me to communicate with my instructor”; rank as being most significant to the students responding to the survey. Overall, out of a total survey population of 8397 students since the spring of 2006, perceptions of MyGateway use have been and remain quite positive.

⁶ See previous survey analyses at:
http://www.umsl.edu/technology/mgwhelp/mgwinfomgwinfomgwinfomgwinfomgwinfom.html
Figure 11: Distribution of responses for “communication” questions (SP12, N: 610)

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

Figure 12: Distribution of responses for “learning” questions (SP12, N: 610)

Note: The prompt, “access to grades keeps student engaged,” was most universally supported by those responding (89% 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. Figure 14 (following page) presents mean score data on student perceptions concerning communication, learning and satisfaction over seven instances of the survey (WS 2006-SP 2012). 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 15, (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 in the early years of use, students like using MyGateway in their courses and the more MyGateway is used (consistently and appropriately)\(^7\)

\(^7\) See previous survey analyses at: http://www.umsl.edu/technology/mgwhelp/mgwinfo/mgwinfo.html
Written Comments (Q6)

Only one student provided a written comment on the fall 2011 survey (0.4% of all respondents) related specifically to MyGateway and online learning. For SP 2012, the survey design was changed, allowing for a comments section specifically targeting MyGateway use, rather than a general comments section. Eighty-three (83) students provided written comments (13.6% of all 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 FS11 and SP12 responses. The number of responses indicated in the tables below total more than 84, 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.
Figure 16: Benefits of eLearning and Using MyGateway, FS11-SP12 Combined (N: 84)

![Pie chart showing benefits of eLearning and using MyGateway](image)

Table 3: Benefits of eLearning and Using MyGateway FS11-SP12 Combined

<table>
<thead>
<tr>
<th>Benefits</th>
<th>FS11 (1)</th>
<th>SP12 (83)</th>
<th>Total</th>
<th>% of all respondents commenting (N: 84)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Generally positive (“MyGateway is great!”)</td>
<td>22</td>
<td>22</td>
<td>26.19%</td>
<td></td>
</tr>
<tr>
<td>Convenience, Accessibility, and Reliability</td>
<td>1</td>
<td>7</td>
<td>8</td>
<td>9.52%</td>
</tr>
<tr>
<td>Viewing and tracking grades</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4.76%</td>
</tr>
<tr>
<td>Accessing Documents and Assignments</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4.76%</td>
</tr>
<tr>
<td>Organization features (personal and course-related)</td>
<td>1</td>
<td>6</td>
<td>7</td>
<td>8.33%</td>
</tr>
<tr>
<td>Enhances Campus Connection</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1.19%</td>
</tr>
<tr>
<td>Online Software Access</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1.19%</td>
</tr>
<tr>
<td>Mobile Access</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1.19%</td>
</tr>
<tr>
<td>Enhances Communication</td>
<td>11</td>
<td>11</td>
<td>13.10%</td>
<td></td>
</tr>
<tr>
<td>Ecologically Beneficial (Green)</td>
<td>3</td>
<td>3</td>
<td>3.57%</td>
<td></td>
</tr>
</tbody>
</table>
Figure 17: Problems associated with eLearning and using MyGateway FS11-SP12 Combined (N: 84)
Table 4: Problems Associated with eLearning and using MyGateway FS11-SP12 Combined

<table>
<thead>
<tr>
<th>Problems</th>
<th>FS11 (N: 1)</th>
<th>SP12 (N: 83)</th>
<th>Total</th>
<th>% of all respondents commenting (N: 84)</th>
</tr>
</thead>
<tbody>
<tr>
<td>MyGateway not used by instructors</td>
<td>1</td>
<td>20</td>
<td>21</td>
<td>25.00%</td>
</tr>
<tr>
<td>MyGateway used inconsistently</td>
<td>16</td>
<td>16</td>
<td>19</td>
<td>19.05%</td>
</tr>
<tr>
<td>Mandate use of grade book/require instructors to use MGW</td>
<td>23</td>
<td>23</td>
<td>23</td>
<td>27.38%</td>
</tr>
<tr>
<td>Navigation problems</td>
<td>7</td>
<td>7</td>
<td>7</td>
<td>8.33%</td>
</tr>
<tr>
<td>Login and technical difficulties</td>
<td>18</td>
<td>18</td>
<td>18</td>
<td>21.43%</td>
</tr>
<tr>
<td>Need instruction on use</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2.38%</td>
</tr>
<tr>
<td>Need more online course options</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2.38%</td>
</tr>
<tr>
<td>Problems with Mobile Access</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4.76%</td>
</tr>
<tr>
<td>Excuse for Teaching/Instructors need training</td>
<td>15</td>
<td>15</td>
<td>15</td>
<td>17.86%</td>
</tr>
<tr>
<td>Email Issues/other com problems</td>
<td>11</td>
<td>11</td>
<td>11</td>
<td>13.10%</td>
</tr>
<tr>
<td>Other Elearning Problems</td>
<td>10</td>
<td>10</td>
<td>10</td>
<td>11.90%</td>
</tr>
</tbody>
</table>

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, although this year more students are listing navigation and technical issues than in the past. Over the past two 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. **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 second year, students are providing comments focused on the need for more online courses and additional features (mobile apps) to be added to the MyGateway system, as well as noting an increased level of “eLearning problems.” This year, for the first time in the 12 years of the survey, students noted the “green” element of MyGateway—savings on paper and printing costs.

In their own words:

**FS 2011 Additional Comment**

“…The education department professors (previous semesters) used MYG more than the English Department professors. Having access to the additional reading assignments and syllabus on MYG really helped me work on assignments.”

**SP2012 Selected Comments**

“**The grade feature would be awesome if any of my teachers actually posted the damn grades before the last week of the semester.**”

“It would be great if instructors would use MyGateway features more consistently. A syllabus might be in "Course Documents" in one class, but in "Course Materials" in another. Also, I would like to see all professors of online courses offer quizzes and exams online through MyGateway instead of the variety of exam requirements currently utilized. Of 4 online courses I may only be able to take quizzes and exams online in 1 course, which defeats the purpose of taking an online course.”
“I wish more instructors would take advantage of the tools on MyGateway.”

“I would like to see Faculty utilize the tools offered in MYGateway. Very few use them fully for grades, online discussions, etc. I think they are missing a wonderful opportunity and I would like to see MYGateway used to its fullest potential as my computing dollars have gone towards its development and I feel it is very well designed.”

“It would be useful for mygateway to be used for all classes.”

“MyGateway has the potential to be very useful but it is difficult for older instructors to understand and most instructors don’t use all the features that are available due to extra work on their behalf, a knowledge barrier, etc. It is also not easy to contact our teacher or other students using mygateway at all. It is difficult to find the correct student due to the listing of the name (no option to change your nick name), and the students that you do find half the time the e-mail doesn’t go through for one reason or another then there is no way to contact the person in your course.”

“I found it very difficult to navigate MyGateway after transferring to UMSL from other universities. Most of the important information is all clumped under the “Student” tab making it very difficult to find information that is actually needed. I have yet to find a place where my student number is listed, and considering many offices ask for this information upon visiting it would be nice to be able to find this information easily under MyGateway.”

“I’m disappointed that not all instructors/courses use MyGateway. Also, some instructors use MyGateway, but do not use “My Grades” feature. This is disappointing. I also wish MyGateway could be more easily accessed by Apps. I use the Blackboard App, but it is terrible-you must be tapped into a wifi signal, even if you have internet access on your device, just to upload the app. Can MyGateway get its own app?”

“Most professors that use MyGateway make it an added value to the course. However, there are some professors that just make it a nightmare to figure when and where you are supposed to locate documents, assignments, and such. Those professors also don’t post grades in a timely fashion, making it impossible to track your success or progress in the course. I administration of each department should periodically monitor and check out the MyGateway sites of their instructors to ensure it is being used to better learning and not hinder it.”

“I love mygateway. I wish more teachers would utilize these resources.”

“I think the MyGateway is an excellent way to communicate with students/instructors when they are not around or in class. Also, it helps provide time for those who do not have care for people with children and gives them an opportunity to do school work from home. It has numerous of advantages for those who cannot go to campus and allow one to communicate with others outside of class as well.”

“My experience as a Graduate Student has been that not enough teachers know how to utilize the resources available in MyGateway. This limits options for the learner. It is not a MyGateway issue, it is a faculty training issue.”

“I like using the system because it is one stop for all assignments (usually). Some professors don’t use it at all and it really hurts those classes because I'm so used to having all my class work and information on Mygateway. Even if the professor isn't using it daily, at least post general class information, assignment sheets, etc. It is nice to be able to download assignments because papers can get misplaced.”

“This is all very helpful when the instructors ACTUALLY USE MYGATEWAY. It is very frustrating at times when they don't use it at all.”
“the interface of MGW is very inefficient. Also, it is not useful for communicating with other classmates or the instructor. Also, the interaction is one-way: it is hard to add reply to postings. I do hope MGW is improved.”

“I have not used all of the features listed above on MyGateway, but I find that it is very beneficial to have one place that I can go and have all of the information I need for ALL of my classes. The fact that I do not have to print everything out is a great advantage, too.”

"MyGateway is a GREAT tool to use in all of the classes that I have taken... the fact of the matter is... is that some teachers do not use it to its full ability. For example my ECON 1000 professor has NEVER updated her grade book on MyGateway. Even when I was in high school they were able to update grades online in a timely fashion.”

“Honestly I believe that MyGateway should be used in EVER course offered at UMSL... Technology is always progressing. However, it doesn't do us (the students) any good if our instructor doesn't use the resources that are almost expected from them- grades, notes, assignments, ect.”

“I'm not sure why the new Smartphone app, which is being strongly pushed by UMSL, doesn't incorporate My Gateway or Outlook. Without those things the app is pretty much useless. Also, if My Gateway were more easily accessible via mobile device it would be a more effective resource. It would be more helpful if professors were required to use it; however, I've found most pros use it sparingly, or not at all...my grades are hardly ever posted, and that's all they use mygateway for.”

“Teach the older teachers how to use it.”

“I spend way too much time learning how to use and troubleshooting on Blackboard and Wimba. It is not used consistently by professors, that is they use different features in different ways. It is easy to miss items on it since assignments, announcements etc can be put in many different places on it.”

“The MyGateway system would be flawless if all instructors posted all the grades for each course.”

“All course instructors should be required to use all features of MyGateway. It should be the primary mode of communication.”

“I like using MyGateway it helps me complete my work especially since i'm a online student only. The only problem is that half the time the things that are supposed to help don't work or run correctly. I had one class that I was supposed to use Wimba and it NEVER worked for me so I was constantly docked points. Then a lot of the time the teachers don't keep things up to date on the pages so again they become useless.”

“With the amount of time instructors spend on mygateway content, the portal to the actual mygateway application should be much more stable. The fact that there is so much down time, inconsistencies between browsers, and issues with test taking make the tool more of a nuisance than a benefit. At this point, we'd be better off taking tests in class and using google docs for our course documents”
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, faculty members were not asked about on-campus wireless access). It is clear, however, that with 63.1% of students bringing a laptop or mobile device to campus (Q20, SP12), over 88% reporting the ability to access a laptop off-campus (Q17, SP12), and with **over 62% 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.**

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8 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

9 See the FS 2009-SP 2010 Faculty MyGateway and TEC Classroom Survey analysis at:
http://www.umsl.edu/technology/mgwhelp/mgwinfo/mgwinfo.html
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, 2011, and 2012\(^{10}\), 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

\(^{10}\) 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:

Comprehensive Evaluation of MyGateway and Instructional Computing Use by Students SP 2012

What is your academic level?

- Freshman
- Sophomore
- Junior
- Senior
- Graduate Student

Did you transfer to UMSL?

- No
- Yes

1. What is your course of study?

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

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

(1 strongly agree - 7 strongly disagree)

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

(1 strongly agree - 7 strongly disagree)

4. 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)

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

(1 strongly agree - 7 strongly disagree)
6. Using MyGatewa... instructor.

   (1 strongly agree- 7 strongly disagree)

7. Using MyGatewa... better (learn more).

   (1 strongly agree- 7 strongly disagree)

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

   (1 strongly agree- 7 strongly disagree)

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

   (1 strongly agree- 7 strongly disagree)

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

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

    (1 strongly agree- 7 strongly disagree)

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

    (1 strongly agree- 7 strongly disagree)

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

    (1 strongly agree- 7 strongly disagree)

14. 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)

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

    • Announcements and email
    • Gradebook
    • Course documents
    • Quizzes, exams and tests
    • Discussion forums
    • Calendar and tasks
    • Multimedia resources
    • Groups
    • Wimba Classroom
    • Chat and the virtual classroom
• Audio tools
• Wikis and blogs

16. 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?

17. 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)
• TLG (E. Desmond Lee Technology and Learning Center, South campus )
• WEB 100(Ward E. Barnes Library Research Commons
• Did not use a campus computer lab

18. 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

19. The computer lab was clean and well organized.

(1 strongly agree- 7 strongly disagree)

20. The hours of operation are sufficient.

(1 strongly agree- 7 strongly disagree)

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

(1 strongly agree- 7 strongly disagree)
22. My overall experience was positive in the campus computer labs.

(1 strongly agree- 7 strongly disagree)

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

(1 strongly agree- 7 strongly disagree)

24. 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)

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

(1 strongly agree- 7 strongly disagree)

26. I prefer to turn in assignments electronically.

(1 strongly agree- 7 strongly disagree)

27. My experience using TritonApps was positive

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

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

(0 did not use - 5 frequently)

29. Which TritonApps were most useful to your class?

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

31. 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.

32. Please describe any negative primary lab experience.

33. Please describe the most positive primary lab experience.

34. How can we improve your primary lab experience?
35. 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:

36. 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:

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

- Texting
- Web browsing
- Social media
- Email
- Classroom “Clicker”
- MyGateway access
- MyView access
- DARS reports
- Other:
  - Does not apply

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

- Yes
- No
- Does not apply

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

40. 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

41. 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)

42. A private social network is a site where students and faculty can connect, collaborate & learn together. Such a site could include a variety of collaboration tools, “Facebook-like” messaging, and file sharing. How likely are you to use a private social network here at UMSL?

(1 very likely- 5 not likely)

43. What features would you be most interested in using if a private social network were available here at UMSL?

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

Bibliography


