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| **Addendum to Online Learner Support Survey 2009**  **Textual Responses** |

## 4. My academic purposes for taking online courses include the following (text responses)

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| 1. | interest |
| 2. | Graduate degree |
| 3. | Completing post-bac requirements for CSD master's |
| 4. | Interested in the subject |
| 5. | I was enrolled in the Library Media Endorsement program. |
| 6. | graduate degree |
| 7. | I am currently taking the Communicative Sciences and Disorders leveling classes. I plan to apply to the CSD Graduate Program as soon as the application is available. |
| 8. | Participation in a post grad program designed to be accessible from anywhere |
| 9. | surgical tech degree |
| 10. | exploring various departments to help me choose a major |
| 11. | Able to begin college courses but still have the flexibility to work. |
| 12. | Completion of Surgical tech Program on Top of my BA Biology |
| 13. | MPA |
| 14. | Wage increase at public school |
| 15. | Masters Degree |
| 16. | Administrative certificate. Educational Leadership program |
| 17. | I was laid off my long time mill job and qualified for two years of retraining and the field of study in which I was interested was offered on line only. |
| 18. | Own my own business and makes it easy to do on my schedule. |
| 19. | AAS Management |
| 20. | Completion of pre-requisite course for a graduate program. |
| 21. | first one i took was just an elective not required. |
| 22. | Complete an entire master's degree online |
| 23. | 1. I could only take 6 credit hours as I recently moved back from Seattle and didn't want to screw up my ability to gain residency.  2. I had to take at least 6 credit hours in order to qualify for financial aid.  3. I am planning on transferring to Montana Tech after this semester to study Electrical Engineering.  4. In addition to the math class I am taking (which will transfer for credit) at the time I enrolled I wasn't sure if I was going to transfer to Butte; if I hadn't, I would have stayed at the COT and majored in the Energy Technology program.  5. I needed to keep myself available for work so an online class without dedicated class meeting time worked out well.  6. It was a combination of all those factors which led me to choose this class. |
| 24. | Upper division credits |
| 25. | To take as many course as I can toward my Accounting degree at the COT so that I can work my current job and once i have taken all I can I will be going to the COT to finish up. |
| 26. | To attain a Masters Degree. |
| 27. | GPP student completing Masters in CI (sped & ece |
| 28. | Completion of a course in obtaining my certification in ed admin |
| 29. | to earn an teaching endorsement |
| 30. | Masters of Ed |
| 31. | Library Endorsement Program |
| 32. | I am a mom whose child has moved away, I am also disabled and I thought I had enough time on my hands to continue my education. Also my husband is elderly and not well, I wanted to start preparing for when I am alone. |
| 33. | I'm with the Graduate Preparation Project - the whole program is online |
| 34. | adding endorsement to teaching certificate |
| 35. | pre-requisite courses for graduate school |
| 36. | I needed a class i could do late at night because of time issues |
| 37. | Just for fun |
| 38. | Just for fun |
| 39. | needed some extra credits, couldn't find a regular class that worked with my schedule |
| 40. | [No Answer Entered] |
| 41. | Master's Degree |
| 42. | leveling coursework for Graduate School |
| 43. | MPH program |
| 44. | graduate school |

## 5. My logistical purposes for taking online courses include the following:

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| 1. | I work full time and am trying to complete my degree. |
| 2. | work fulltime |
| 3. | No option, the course was only offered online. |
| 4. | I have children at home and I didn't have to wrestle child care. I can be at home with my kids. |
| 5. | it is my only option. |
| 6. | Need to be able to work around childcare and career. |
| 7. | many classes in my major are only offered online and i have no choice. |
| 8. | The class is not offered in a face to face format. On-line classes are NOT my preference. |
| 9. | but i wish i was taking a face to face class |
| 10. | The school switched the schedule for offering Accouting 605. It was supposed to be offered via video conferencing Spring 09, and they changed the schedule to Fall 09 - which would have meant I could not graduate in the 2 years I had planned. So - they decided to offer it online so the group of us that needed it, could graduate. |
| 11. | This is my first online class, and I won't take any more. I had to take this class because of scheduling conflicts with other classes/work. No interaction, difficult learning environment, communication methods too slow. |
| 12. | I work full time and and online classes do not take away from my work hours. |
| 13. | Have no chouce in the matter-much prefer lecture/lab environment |
| 14. | Only format course is offered in |
| 15. | I work two jobs and have 4 kids. This gives me the chance to do school work when it is convenient for me and I can still have time with my family |
| 16. | That's the only way the classes are offered. I would prefer to take them face-to-face. |
| 17. | Had a hard time with consistant babysitters last semester so I thought I would try online classes. |
| 18. | This was the course of study I wanted to pursue. It would undoubtedly benefit from having face classes with practical hands on lab type experience. |
| 19. | provides some better classes |
| 20. | Others in my district have taken this same course and we prefer to all be "on the same page" when it comes to library cataloging. |
| 21. | It was the only course I could fit into my schedule that fulfilled my general education requirements |
| 22. | I greatly needed the credits. The others that I checked were the benefits that I had convinced myself about the online classes after I had signed up and prior to this survey. |
| 23. | I attend four years of college at the undergraduate level, and I wasn't ready to move somewhere for a year of pre-req courses. |
| 24. | only class offered |
| 25. | Be able to work full-time as well as go to school full-time. |
| 26. | It is the only way the course is offered. I would rather take it face-to-face. |
| 27. | GPP is to be all online |
| 28. | The course is only available online |
| 29. | only available on line. |
| 30. | This course was only offered online |
| 31. | I was happy to learn that I could take classes and I wouldn't have to leave my husband alone. Also, the supposed flexibility of schedule, it is not very flexible, I am having a very difficult time keeping up. |
| 32. | With a full-time work schedule, I am unable to meet 12 credits for full-time school status without at least one online course. I really appreciate the flexibility. Thank you for offering courses online! |
| 33. | Chronic illness, easier not to miss classes. |
| 34. | Moved on-line due to UM scheduling changes. Much prefer Interactive TV. |
| 35. | this is the only way the class that was required for my minor is offered |
| 36. | I have 7 classes this semester. I just didn't want to take the time to do a lab and a lecture. That's why I chose the online class. |
| 37. | The classes are held only online |
| 38. | The class wasn't offered in a classroom setting |
| 39. | Classes only being offered online. |
| 40. | Required for my Program (Ed Leadership Great Falls Cohort) |
| 41. | flexibility for me to work around my daughter |
| 42. | Only class i could get in to. |
| 43. | That is the only way it was offered! |

## 9. Have you taken an online course from another college or university, or will you during this academic year?

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| 1. | I hope to take a classes to achiever a graduate certificate from the UND. |
| 2. | [No Answer Entered] |
| 3. | I took 2 online courses through MSU-COT during my undergraduate work. |
| 4. | I took online courses in high school from Spokane Falls Community College for advanced classes. |
| 5. | Fits easily into schedule. Can do the course work at any time from my own home office. |
| 6. | am taking Licensed Addiction Counseling through UNR at same time - although credit is through UM |
| 7. | University of Montana - Western |
| 8. | English 101 |
| 9. | from a college in colorado |
| 10. | Taking online courses is mandatory to pursue my education as my max # of nights out of the home is 2 (I am a single parent). |
| 11. | Montana Tech |
| 12. | Last summer I took an online course from both MSU- Billings and the University of Idaho. |
| 13. | I took an online physics class from Montana State University-Billings a few years ago. |
| 14. | Nutrition  Interpersonal Communication |
| 15. | UM-Western |
| 16. | University of Montana - Western is my "home" school. I will take online courses through both UMW and UM this year to complete my teaching credentials and library endorsement. |
| 17. | i will be taking them in the fall as well |
| 18. | I took a foundation course at the U of M in Spring 2007 |
| 19. | Currently I take 16 credits at the U and 3 credits at FVCC because I wanted a specific class they had to offer. |
| 20. | [No Answer Entered] |
| 21. | If I cannot get the course I need online or find times I can take the courses, I will either have to put my degree on hold or take online classes elsewhere. |
| 22. | U of Cincinnati |
| 23. | In high school I took 2 or 3 classes from universities in my area. |
| 24. | Summer semester courses |
| 25. | I orginally enrolled in an online degree program but it was a bad experience. |
| 26. | [No Answer Entered] |
| 27. | I took online classes through miles community college and MSU-B |
| 28. | Yes from Montana Tech College of Technology, it was Medical Terminology. |
| 29. | Mich. State Univ.--"Criminal Intel. Operations- Small Agency" |
| 30. | I took the online course at the college I attended before transferring to UM. |
| 31. | Begining Medical Terminology last semester |
| 32. | MSUB Billings |
| 33. | [No Answer Entered] |
| 34. | Central Oregon Community College, was a CIS course |
| 35. | Took a professional class for job from MSU-Billings. Currently taking classes towards another Graduate degree from University of ND as well as Undergrad leveling courses from UM to eventually pursue Graduate Degree from UM. |
| 36. | I have always lived remote and I have been trying to get an education for the last 20 years but because I lived remote in Idaho it made it hard. I moved to the bitterroot and got laid off and I am getting divorced so I finally decided to finish. I wish they had the college in Hamilton. I think you would get students from Salmon, Id too if you had a campus in Hamilton. |
| 37. | I currently take online classes through Butte College of Technology. |
| 38. | [No Answer Entered] |
| 39. | online writing course over summer session at UM-COT |
| 40. | I have taken two online courses through MSU-B COT. Medical Terminology and Health Occupation Survey. |
| 41. | Shoreline Community College and Edmonds Community College (Washington State) |
| 42. | Ball State University - OSHA Safety supervisors course. |
| 43. | Yes I took a stats class in the past from another 4 year school |
| 44. | University of Montana-Western |
| 45. | UM Western |
| 46. | I had an internship that kept me away from missoula for the summer, but I needed to take a prerequisite course in order to take a 400 level class for graduation. I did the course equivalent online from the University of Phoenix |
| 47. | Previously took Principles of Management at a Community College |
| 48. | [No Answer Entered] |
| 49. | Have before when in high school. |
| 50. | Transfering to the COT to take more online classes. |
| 51. | Took some courses to meet Foundation requirements for MBA program through another institution. |
| 52. | Concurrent enrollment in Library Media Specialist Endorsement at UM Western |
| 53. | at FVCC I took a distance learning class where most of the material was online as well as my lecture class at the U of M having all course materials online |
| 54. | [No Answer Entered] |
| 55. | I have taken several online courses from other Universities but not this academic year. |
| 56. | I took an online course through my previous college, Colorado State University. |
| 57. | i have taken online courses from my previous college. |
| 58. | I have taken online courses through Montana Tech |
| 59. | I have taken other online courses. |
| 60. | I took a course from the University of Wyoming because it was not offered at UM this semester |
| 61. | I recieved my Associate's degree in Business Management online. |
| 62. | Yes. I have a degree from MSU Bozeman. I took a few online courses during the summer while I was in school. |
| 63. | I took an online course from MSU Bozeman Summer of 08 because i was unable to balance more than 18 credits but i needed to have the course for my major. The couse was Human Nutrition. |
| 64. | University of Massachusetts Amherst |

## 18.  I communicate with my academic advisor through:

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| 1. | I really haven't been assigned an advisor. I know who to ask about questions though. |
| 2. | online chats |
| 3. | I haven't talked to my advisor yet because I was just assigned a new one. |
| 4. | Don't know who my advisor is. |
| 5. | n/a |
| 6. | I do not have an academic advisor anymore. I laid out my full plan before my advisor retired. |
| 7. | I don't think I have an academic advisor because I am an online only, post-bac, non-degree seeking student? |
| 8. | I don't have an assigned advisor. Although an advisor did help me sign up for classes, I don't have an advisor that I communicate with. |
| 9. | see her during summer immersion (1 week) |
| 10. | I am post bachelor so I am not assigned an advisor |
| 11. | Due to transfer I currently do not have an academic advisor. |
| 12. | She is also my main proffessor |
| 13. | [No Answer Entered] |
| 14. | I choose who i go to every semester..dont have anassigned one |
| 15. | I have a previous baccalaureate degree, so I am considered self-advising. |
| 16. | None |
| 17. | The times I had an appt set up back when I 1st started there was such a run around they would call and cancel or I would show and for whatever reason they forgot and wasn't there. |

## 31. Have you experienced any technical difficulties while accessing your online class?

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| 1. | When Blackboard is down or being very slow, it makes it harder to make deadlines for assignments or access material I need to complete my assignments. |
| 2. | I experienced initial registration and course access issues during the first semester, but no problems since then. |
| 3. | Some classes have not come up on time or not at all (11/3/08) and some powerpoints take about a week to put up.  Group presentation coordination is nearly impossible- even with the available chat networks set up on blackboard- and putting together a presentation with "sound" and sending it into the instructor is too large of a file to send all at once- usually requires dividing the presentation into four parts. |
| 4. | Blackboard overload but it was fixed fairly quickly |
| 5. | The exam function "ate" my exams in two different classes! The spell checker in BlackBoard is pretty poor...and that really matters to someone who types as poorly as I do!! |
| 6. | I have two netid's and I've had to make arrangments to make sure I'm signed up under the right ID. I feel that the overall functionality with blackboard-- functions, submission processes, collaborative sessions, etc. -- It could be a lot more user-friendly and simple. The chat function, for example, takes a lot of time away from Q&A, where a simple gmail/facebook "Peggy is typing..." type of notification could simplify the conversation. |
| 7. | instructor information often posted using Power Point 2007--do not have that software on my home computer, so forces me to use another location for some kinds of work |
| 8. | When taking a timed test the screen would freeze and the time would still be counting down |
| 9. | The difficulties are within the dept. They forget to record, do not supply a microphone for students on campus as they ask questions, the dept. has not provided a way to access the class to ask questions while the class is in session. |
| 10. | [No Answer Entered] |
| 11. | Internet came unplugged.... |
| 12. | I was not able to upload an assignment using Internet Explorer so I had to switch to Firefox. |
| 13. | have sometimes had difficulties getting into online chats, depending on which computer I'm using. |
| 14. | Sometimes I can't access files on Blckboard and I have to try later. Sometimes Blackboard moves a lot slower than other sites. But only occasionally. |
| 15. | I have found that trying to watch classes sychronously does not work at all. I have tried 6-7 times this semester and the audio breaks up and the video freezes. When I watch asynchronously I have much more success, but I wish I could ask questions during class. |
| 16. | Sometimes the book will tell you something and not say where it is on the screen. So you may spend a little time looking for the item. As not having a program that you need makes it hard. |
| 17. | the 3 hours classes don't load correctly-they take hours to buffer and you can't download and save it. the quality of the video is poor and you can't turn up the volume without getting alot of background noise.and even as loud as it goes you can't hear well. you can't hear the classroom discussion at all and we couldn't hear the guest speakers either.. the first semester where the power point had the lecture recorded right on each slide was by far the best. it would be nice to download it so you could fastforward over the classroom discussion that you cant hear anyway. and group projects for on line classes are incredibally difficult and costly and not necessary. they need to look at the online classes from somewhere else. to fix the problem they sent cd's- the cd's should be viewed cause that is the quality of the feed i normally see. |
| 18. | Sometimes Blackboard posts mysteriously disappear when I attempt to post them. Also, the time it takes to move throughout discussion boards can be slow and cumbersome. |
| 19. | Blackboard must have froze because my assignment didn't get submitted even though I know I clicked submit. |
| 20. | The Black board sevice is always somehow slow at the middle or end of the test. |
| 21. | Blackboard going down while taking a test. |
| 22. | A test froze and kicked me out of the program! |
| 23. | exams don't show up, i've been locked out... generally speaking, i think blackboard is a terrible platform. |
| 24. | [No Answer Entered] |
| 25. | There was one night when the entire U of M webiste was down, and therefore our class was down as well....we had to make it up and add an extra week. |
| 26. | The Internet went down one evening and I was not able to contact anyone, which was a bit frustrating. Other than that, my online experience has been good. |
| 27. | Not while accessing the class, but turning in assignments and getting links to show up correctly. |
| 28. | there have been times when I can't get on blackboard or it won't let me attach and submit assignments |
| 29. | Difficulty getting on to chats. The professor was unable to participate due to technical difficulties. |
| 30. | Elluminate would take up too much of my screen while I tried to multitask with Excel and Word docs open simultaneously. When instructor pulled up new Excel sheets, the computer would sometimes distort people's voices. It sounded like they inhaled helium. Funny, but a bit distracting. Overall, not really much to criticize. |
| 31. | audio on elluminate goes in and out sometimes |
| 32. | Blackboard is very slow and from some computers times out. I also have a considerable delay when logging into chat. |
| 33. | not a bunch but it has been slow just a couple of times and once while i was taking a micro test it clicked off and then clicked back on?????? not sure what that was all about. |
| 34. | I was not able to transfer blackboard assignments on my laptop without the system crashing. This may be a vista function? |
| 35. | A couple of times the new version of the Elluminate software gave us difficulties. |
| 36. | Yes something to do with the JAVA Platform. UM Tech support is awesome, they walked me through each step and reset my work. |
| 37. | Can't get my grades |
| 38. | posting on discussion board  reading material posted by teacher |
| 39. | I've had servers crash, confusing instructions, hard to follow layouts, problems using the digital drop box, problems with files being lost between me and my professor, loss of feedback from my professor, trouble downloading the plug-ins or applications, the blackboard program takes up too much RAM to do anything else on my 2 year old computer if I have a PDF file open, there's no way to save posts as they are written, among other things. |
| 40. | I had to buy a PC because my mac didn't work well with Electronics lab software or rem rate software |
| 41. | blackboard not working |
| 42. | sometimes the archived videos of the classes shut off unexpectedly and it usually takes a full day to get it back up and running if you are using the same computer to watch the class |
| 43. | DSL or higher-speed internet is basically unavailable to me at affordable rates. Having to take exams/quizzes online cab be frustrating during timed events.The other issues include the problems involved with trying to view "online video" or animated course clips, i.e.: YouTube.....any large pdf or audio files via dial-up. These are frustrating and necessitate trips to campus with my laptop or lab/library terminals to extract course contents. |
| 44. | Slow to upload and download. |
| 45. | I have broadband access with my Verizon account. It makes for a very slow download of a 3 hour lecture. I had asked to have CD,s sent to me with the lectures so I can see them that way, but the last time I asked, a rude note was included that I would have to find a way to access the classes on line as the CD was just a temporary fix and should go to my public library. Well my public library is only open 3 afternoons a week and you are only allowed to use their computer for 30mins at a time, besides that I work 12hour days M-W and finish on Th. The class is not downloadable so you have to sit and watch it for the whole 3 hours,and if you stop it, you have to start all over again. To view a 3 hours class I have to set aside at least a 4-5hour block of time, which is not possible. The quality of the lecture is very poor. The picture is hard to see, and the sound is awful, sometimes it is slow low I can't hear it with external speakers. The instructor doesn't repeat student questions, so you have no idea what anyone is talking about. The first online classes I took were ppt and mp3. I could print off the ppt. and download the mp3 onto my ipod. I could listen to the lectures while commuting to work, which is an hour each way. Now I have to let my computer buffer for at least an hour so when I start playing the class, it doesn't catch up and interupt the lecture continuously and if my verizon connection breaks then I have to start all over again. I have become so frustrated with this whole process I'm not sure I will take any more classes through UofM. I am searching for another way to get my masters in Speech Path on line with people who know what they are doing. I feel robbed of the $800.00 I spent on one class to have so much frustration, it is just not worth it. I have listened/watched my partners classes on itunes university which is far superior to anything UofM has put out. |
| 46. | just problems with blackboard and its slowness and not taking my assignments |
| 47. | [No Answer Entered] |
| 48. | Some issues when test taking. |
| 49. | The class was not online on the day it was supposed to be. |
| 50. | Problems opening Microsoft word 2007 documents. Anything sent by professor saved as a .docx instead of .doc was not very convenient. |
| 51. | Sometimes Blackboard, Grizmail, and all UM websites are inexplicably down (unavailable). Seems this usually happens on a weekend or break, and doesn't seem to get rectified very quickly. Very inconvenient if you have something due Saturday by midnight, and you plan to submit it Saturday, but then go to find out Blackboard is down, and it doesn't come back up till Sunday. Your assignment/test is then late, or can't be submitted at all. |
| 52. | loGS YOU OFF IN THE MIDDLE OF A TEST |
| 53. | My VISTA operating system disallows me to connect to some of the links provided by my instructors. I also have an older desk top computer with the XP operating system and it brings in the links with no problem. |
| 54. | I have experienced on several occasions Blackboard being shut down for weekly maintenance, which is fine, except that the announced times that the system will be down is completely futile because it is never back up running and operational at the posted time. I realize that issues do come up and sometimes deadlines are hard to accomplish, I take online classes!! However, repetitive occurrences are not the occasional mishap. I have observed that the system is consistently down for at least an hour past the posted time that it is to be back up and running. I also realize that these shut downs occur during the early morning hours, however there are those of us who need to utalize these precious hours. I expect that when a statement is made especially by the Institution of the University of Montana that the posted statement is honest and accurate. Case in point...I have now been waiting for over an hour to access Blackboard to complete an exam and believe you me I would certainly rather be doing something with my time, especially at this time of day, than waiting and hoping that when U of M posts a statement concerning access time it will in fact be true. If the system is going to be shut down an hour or more past the posted time then just state that, so expectations will not be let down because we all need to do our part to make the process attainable. |
| 55. | I live in Japan and blackboard is often down during my convenient working hours (3-5am Montana time which is 7-9 Japan time). It's a minor nuisance, but not a big deterrent. |
| 56. | My area network has gone down several times during critical points. |
| 57. | My microbiology exams have been very slow downloading |
| 58. | When taking tests blackboard goes extreamly slow, this is very stressful when taking timed tests. |
| 59. | There is lag time between submitting and posting so I often accidently posted the same material a number of times. |
| 60. | Documents provided by instructor were not compatible with either my operating system or they were defective; I had to ask for different ones in order to complete my assignments. |
| 61. | BlackBoard is VERY slow at times....and in the past...the instructor would put items in for "upload" and it would take some time before it hit BB... |
| 62. | I live in the dorms and several times this semester the internet has stopped working for long periods of time. Sometimes the outages last minutes, but most of the time last hours. This is very inconvenient for online classes. A few times the outages happened when an assignment was due or even when I had to do an online test. This means I usually have to go to a public place like a cafe or restaurant to take my test which is not the best testing environment. |
| 63. | When I took a timed quiz my computer would not utilize the audio part when I was half way through the quiz, so I had to restart it. |
| 64. | The only issue I have had is the absurdly slow loading time for uploading things to Blackboard and the confusing lack of a loading bar. I have waited for half an hour before and then decided that Blackboard had froze or something, only to realize that it really HAD been loading all that time and then I had to wait another half hour to restart uploading. The whole uploading system and interface is terrible. |
| 65. | Blackboard is often times a pain in the ass. It needs a new interface and less coding so it is faster and easier to navigate! |
| 66. | Internet difficulties with the system being down. |
| 67. | some |
| 68. | Slow connection speeds due to outdated technology on cellular towers; difficulties with firewalls preventing installation of Java; occasionally when I click on threads on the discussion board, I can't receive any data from UM (usually resolved when you click again or refresh). |
| 69. | Glitches like crazy while taking tests. Especially in microbiology |
| 70. | My settings for internet sites allowed to use pop-ups includes MyMathLab. However, each time I access MyMathLab, it tells me to disable pop-ups and when I click OK, even though I have already disabled pop-ups for that site and do no additional settings adjustments, it will log on. |
| 71. | My professor used a Mac and used Mac explanations whereas I have a PC. |
| 72. | With all of the downloads there have been issues with listening and watching classes. Uploading ppt presentations |
| 73. | Occasional Blackboard issues with postings, or course availability . All have been quickly resolved by IT suppport. |
| 74. | I was kicked out of a few tests. |
| 75. | Mostly due to the ever-changing technology methods that each of my instructors change or add to for each class and each semester. Learning new ways to have the information presented once I get the hang of a previous method takes some tweaking and some time. Once I get it figured out and the technology working for me, it isn't that bad. |
| 76. | the tests have been trying sometimes. The volume has been off with medical tech on a test and I could not hear the word. |
| 77. | I could not access my e-mail or cyber bear. |
| 78. | It wasn't a UM issue, but an assignment I needed to download from the textbook site is unavailable. It seems our text content is no longer accessible online, even though the semester isn't over. |
| 79. | Sometimes - cannot get WORD documents - 97 version |
| 80. | As stated before, I've problems taking some online exams for Microbiology for Surgical Technologists. At first, I was having a tough time printing PowerPoint presentations from my instructors. Now I just save them to my hard drive and then print them out. |
| 81. | Sometimes it will say that the application is experiencing an error and shut down. I have found that there are delays sometimes, but overall the experience has been great. |
| 82. | Sometimes slow to open up pages. |
| 83. | I have been unable to access the movies my professor puts on the website. Not sure if it's due to blackboard, my computer, or myself! |
| 84. | Could not download lectures, but the techie from Blackboard was fabulous and got me rerouted to access a different way. |
| 85. | sometimes the phone classes are very difficult to hear; as long as the whiteboard is up I can see what is typed, but the headphone stuff is really hard to hear over background noise. |
| 86. | I don't have Vista and have been unable to open a few documents, video files, or powerpoints, but I have figured out how to open most by saving and renaming. |
| 87. | opening assignments |
| 88. | Blackboard is the slowest thing I have ever dealt with for taking exams. Tech support was not helpful at all when asked to help remedy the problem. |
| 89. | i've been shut out from the website right as i sent in my midterm and lost one of my 3 chances of having it submitted |
| 90. | I have had times when I could not submit my homework. I am unsure if it was my computer, the internet connection, the volume of users on the UM website, or something else. I have learned to have my work done early in case I have trouble submitting my work. |
| 91. | My Apple MacBook is not able to connect for chats. I have used my old computer for that. |
| 92. | connecting to account, able to use blackboard, Mansfiled Library a bit difficult to navigate at first |
| 93. | Blackboard has been down, unexpectedly, on a few occasions. These down times were not posted prior. |
| 94. | I had difficulty using the digital dropbox |
| 95. | Sometimes the Blackboard gets bogged down and is slow. The IT department is always very responsive and has it up and running shortly. |
| 96. | viewing some videos. It was probably my lack of knowledge. |
| 97. | Emails sent from instructors didn't get through on the day they were sent and I didn't receive them until 4 days later. Now I am failing the class because the professor won't let me make up the missed assignments due to the bad connection. |
| 98. | I have download elluminate each night of class. Have had troubles with the sound. |
| 99. | The timers on the online test completely freeze when opening Java. I've gone 30 minutes past test time because of this. You have to push the down arrow and wait a 10 second delay each keystroke. Seriously the most annoying thing I've ever encountered. |
| 100. | Last semester one of my mid semester exams and one of my final exams were kicked out by blackboard when I finished them and I had to redo them. I also had this happen once this semester. I felt that it was not fair that I had to retake the final exam...immediately after completing it once. Blackboard definitely needs improvement |
| 101. | I had some trouble with logging in a couple of times and getting onto grizmail. |
| 102. | I have had problems with receiving grades for assignments that where turned into the teacher. |
| 103. | Company firewalls on computer systems |
| 104. | Yes. Using a mac for the CS172 class is hard to use because none of the directions are the same like that of an hp. |
| 105. | it is hard to manuever and online instructer did not reply to emails sent to her and docked my grade for turning something in late, even though I had sent an explanation of not being familiar with the program and asked if it posted |
| 106. | Some times the browser will close and not let me just open it up and finish a test or it will count as one of my try's on a quiz. |
| 107. | Sometimes labs won't open. |
| 108. | Trouble with video recordings of class. |
| 109. | [No Answer Entered] |
| 110. | I have been "locked out" while in the middle of taking an online exam. |
| 111. | the type of format you save your papers in has been very frustrating between my instructor and I |
| 112. | a major delay while taking my microbiology exams! |
| 113. | Blackboard submission won't work. Have to email assignments. |
| 114. | Blackboard was extremely slow while taking tests, which caused a lot of stress. It would take at least 30 seconds to move onto the next question and I wouldn't be able to finish the test on time. |
| 115. | One time Blackboard went down during an online quiz. |
| 116. | The lectures offered online do not have a rewind or fast forward function. For example, I was almost done with a lecture and the lecture went blank. I had to go though another 45 minutes to reach the last 20 minutes of the lecture.   Also, it would be helpful if microphones were used by students as well as the professor. Often questions by students are not heard and then answered by the professor--it would be nice to hear the question also. |
| 117. | The only technical difficulties that arose came in the submission of an online test, which was only partially submitted. The exam was never fully recovered, but the professor just graded me on what he had received. |
| 118. | Though my wireless connection at home is always slow...running the testing function on blackboard is so slow as to be almost unusable forcing me to go on campus to take advantage of the campus connection to take the tests |
| 119. | Just minor issues while taking timed tests. Instructors were able to resolve. |
| 120. | I have been kicked off blackboard during tests and assignments. |
| 121. | I have a desktop and have been experiencing internet connection problems |
| 122. | Blackboard's difficulty with macs. |
| 123. | I've been locked out of two exams so far. |
| 124. | Sometimes it takes too long to download pdf's from the instructor's link. |
| 125. | This semester half way thru my online issues in biology class test keep freezing up and take for ever but only on the one class. |
| 126. | The test function did not work well, the page would not scroll and when I typed in answers it took a long time to appear on the screen. |