bos

Staff Evaluation of E-Learning at QMUL
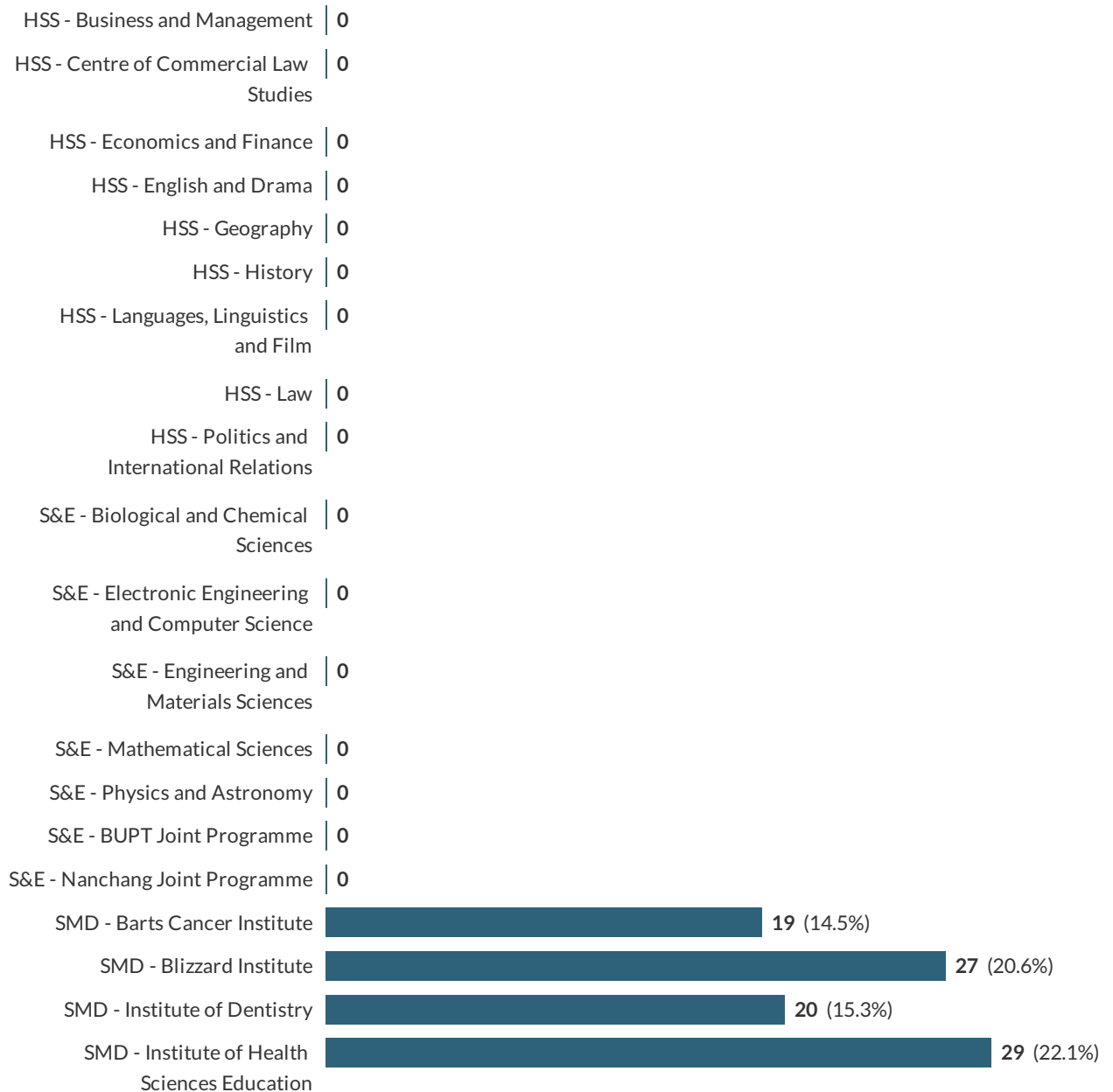
Showing 131 of 340 responses

Showing **all** responses

Hiding questions **27** & **28**

With filter **smd** applied

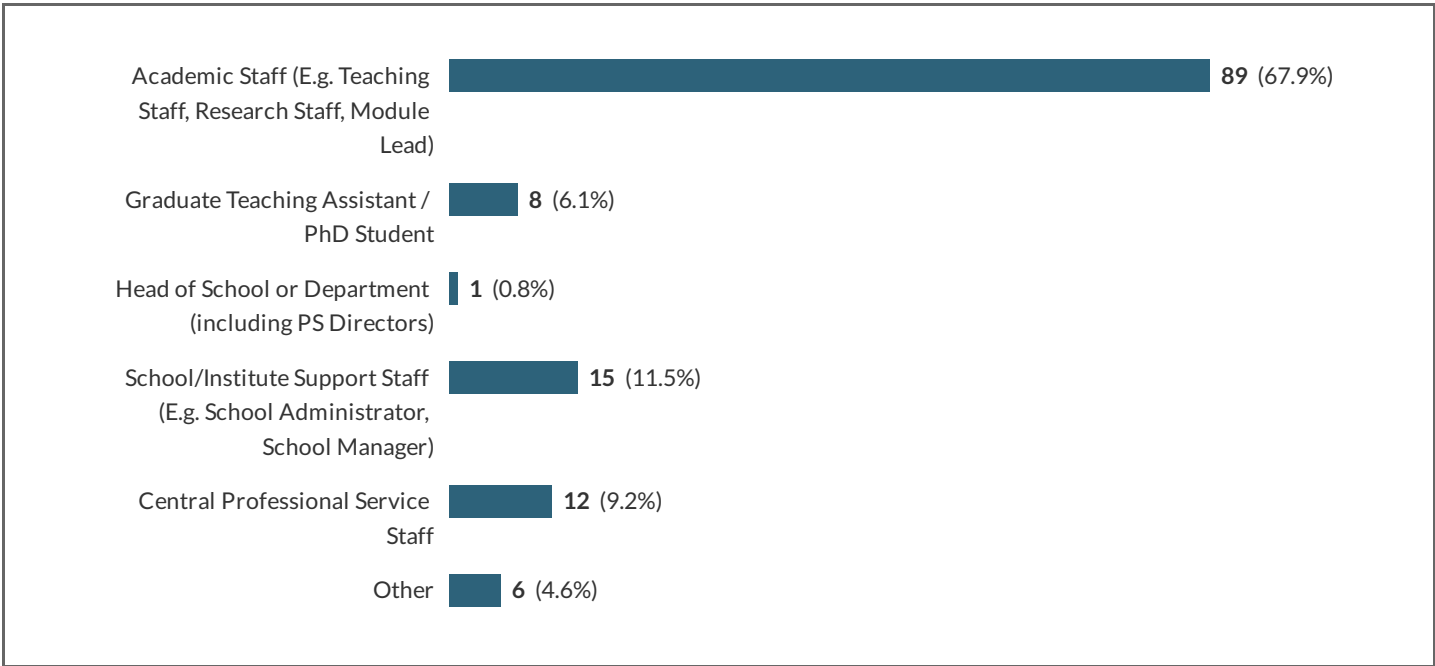**1** Which school or department do you belong to?

Department	Count
HSS - Business and Management	0
HSS - Centre of Commercial Law Studies	0
HSS - Economics and Finance	0
HSS - English and Drama	0
HSS - Geography	0
HSS - History	0
HSS - Languages, Linguistics and Film	0
HSS - Law	0
HSS - Politics and International Relations	0
S&E - Biological and Chemical Sciences	0
S&E - Electronic Engineering and Computer Science	0
S&E - Engineering and Materials Sciences	0
S&E - Mathematical Sciences	0
S&E - Physics and Astronomy	0
S&E - BUPT Joint Programme	0
S&E - Nanchang Joint Programme	0
SMD - Barts Cancer Institute	19 (14.5%)
SMD - Blizzard Institute	27 (20.6%)
SMD - Institute of Dentistry	20 (15.3%)
SMD - Institute of Health Sciences Education	29 (22.1%)

Category	Count
SMD - Undergraduate Medicine (MBBS)	5 (3.8%)
SMD - William Harvey Research Institute	17 (13%)
SMD - Wolfson Institute of Preventive Medicine	14 (10.7%)
PS - Academic Registry and Council Secretariat	0
PS - Advice and Counselling Service	0
PS - Careers and Enterprise Service	0
PS - Centre for Academic and Professional Development	0
PS - Disability and Dyslexia Service	0
PS - Estates and Facilities	0
PS - Human Resources	0
PS - International Office	0
PS - IT Services	0
PS - Library	0
PS - Marketing and Communications	0
PS - Occupational Health and Safety	0
PS - Office of the Principal	0
PS - Student Services	0
PS - Students' Union	0
Other	0

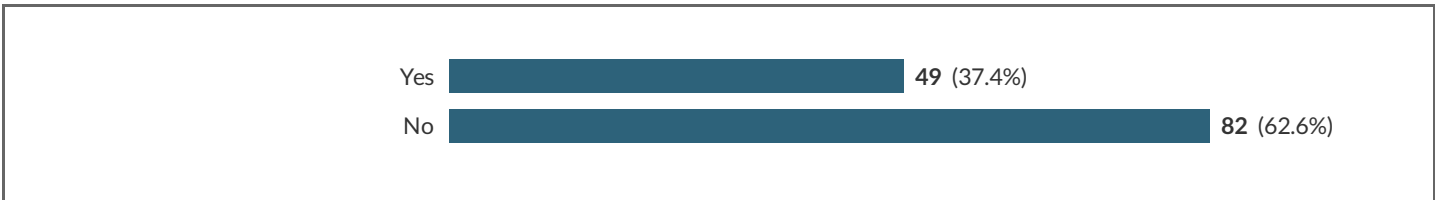1.a   If you selected Other, please specify:
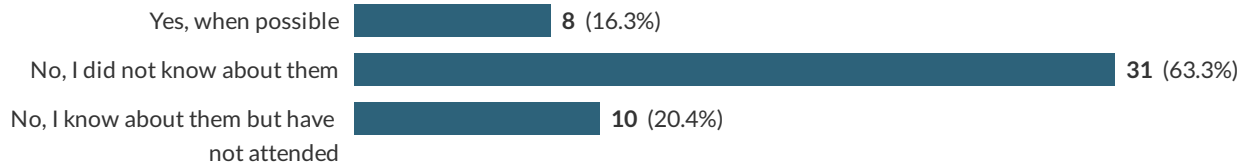
No responses

2   What is your primary role?

Academic Staff (E.g. Teaching Staff, Research Staff, Module Lead) — **89** (67.9%)

Graduate Teaching Assistant / PhD Student — **8** (6.1%)

Head of School or Department (including PS Directors) — **1** (0.8%)

School/Institute Support Staff (E.g. School Administrator, School Manager) — **15** (11.5%)

Central Professional Service Staff — **12** (9.2%)

Other — **6** (4.6%)

2.a   If you selected Other, please specify:

Showing 5 of 6 responses	
CPD Manager (an administrative role)	195294-195287-17249255
Technical support	195294-195287-17272655
Laboratory Technician	195294-195287-17272827
Senior biomedical scientist	195294-195287-17274279
Admin	195294-195287-17274931

2.b   Does your role include support for any learning technologies (either QMUL or external technologies)?

Yes — **49** (37.4%)

No — **82** (62.6%)

2.b.i   Do you attend the E-Learning Unit's monthly Learning Technologists Group meetings?

Yes, when possible	8 (16.3%)
No, I did not know about them	31 (63.3%)
No, I know about them but have not attended	10 (20.4%)

---

3 Which campus are you primarily based on?

Mile End	4 (3.1%)
Whitechapel	73 (55.7%)
Charterhouse Square	47 (35.9%)
Lincolns Inn Field	0
Other	7 (5.3%)

3.a If you selected Other, please specify:

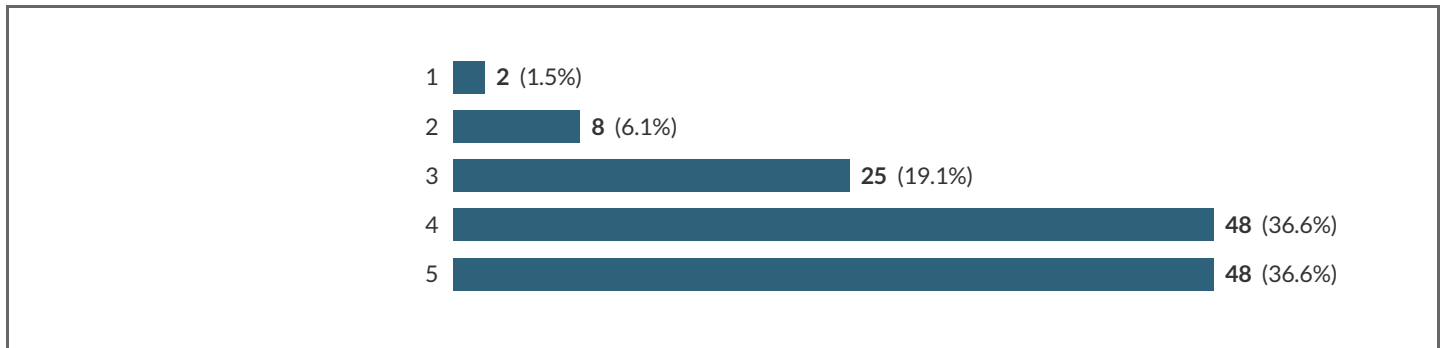| Showing 5 of 7 responses	
West Smithfield	195294-195287-16059277
Barts site (west Smithfield)	195294-195287-16059741
Robin Brook Centre	195294-195287-16059873
Bart's	195294-195287-16074066
Unit for Social and Community Psychiatry	195294-195287-17204238

---

4 How long have you been working at/with QMUL?

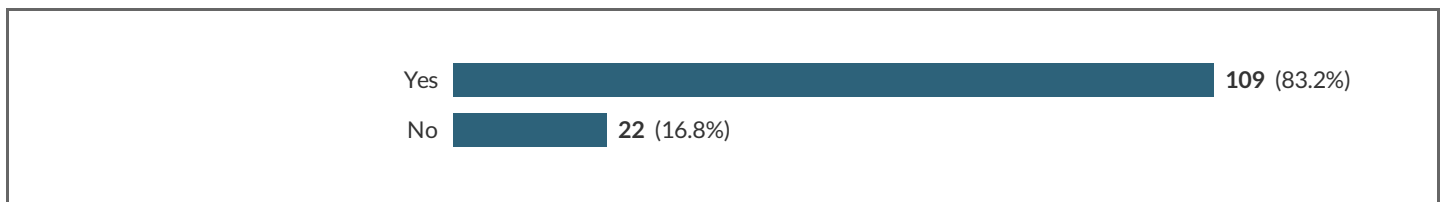| Less than a year | 28 (21.4%) |
>= 1 year; < 3 years	22 (16.8%)
>= 3 years; < 5 years	18 (13.7%)
>= 5 years	63 (48.1%)

---
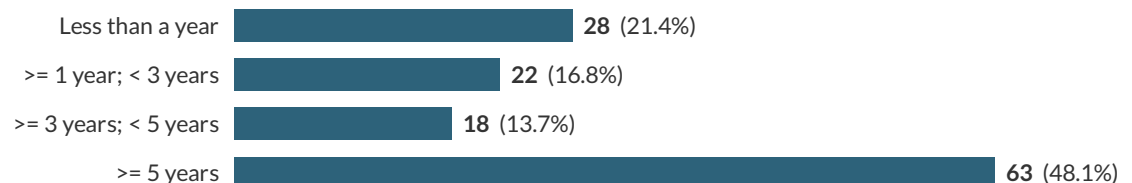
5 What is your general feeling about using E-Learning technologies in teaching? Please express your opinion by selecting a number from 1-5 that is best associated with your choice. 1 = Skeptical (I don't think there are

benefits); 5 = Enthusiastic (I incorporate e-learning where appropriate and can see the benefits)
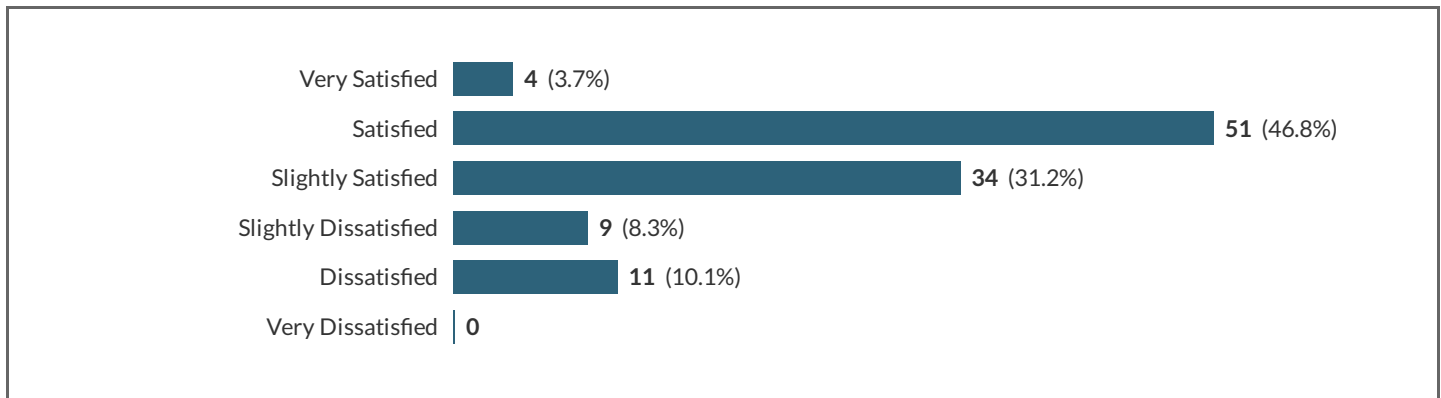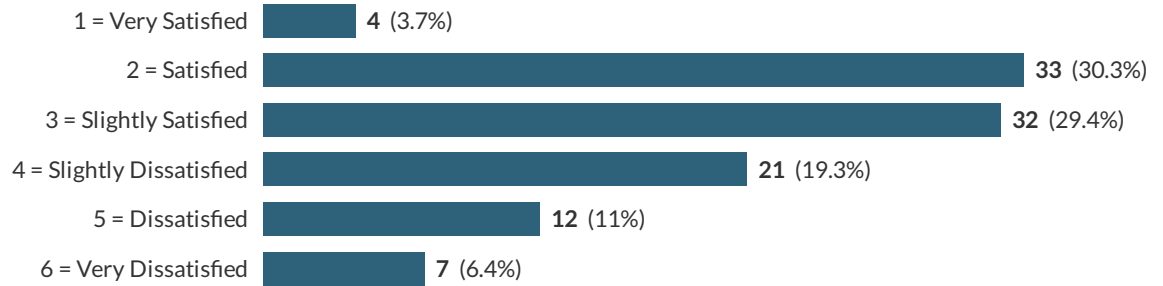
5.1 Skeptical vs Enthusiastic

1	**2** (1.5%)
2	**8** (6.1%)
3	**25** (19.1%)
4	**48** (36.6%)
5	**48** (36.6%)

6 Do you use QMplus?

Yes	**109** (83.2%)
No	**22** (16.8%)

7 On the whole, how satisfied are you with QMplus?

Very Satisfied	**4** (3.7%)
Satisfied	**51** (46.8%)
Slightly Satisfied	**34** (31.2%)
Slightly Dissatisfied	**9** (8.3%)
Dissatisfied	**11** (10.1%)
Very Dissatisfied	**0**

8 Please rate your general level of satisfaction with the following aspects of QMplus

8.1 Navigation (getting around QMplus)

8.1.a Navigation (getting around QMplus)

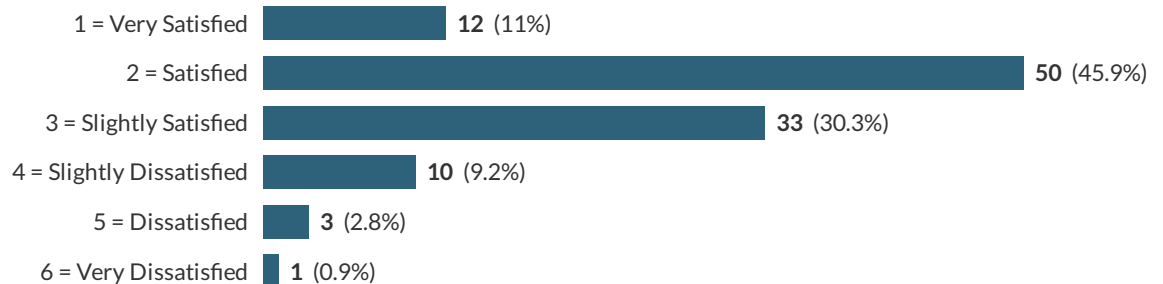|	
1 = Very Satisfied	**4** (3.7%)
2 = Satisfied	**33** (30.3%)
3 = Slightly Satisfied	**32** (29.4%)
4 = Slightly Dissatisfied	**21** (19.3%)
5 = Dissatisfied	**12** (11%)
6 = Very Dissatisfied	**7** (6.4%)

8.2 General look and feel (e.g. design, homepage, login page, module page template)

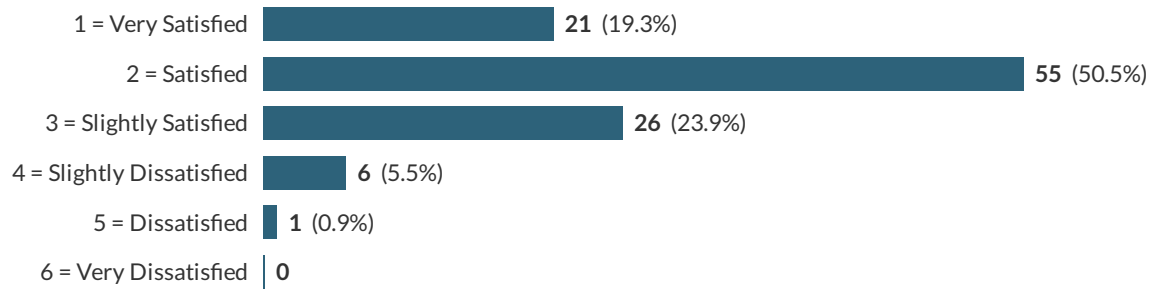### 8.2.a General look and feel (e.g. design, homepage, login page, module page template)

1 = Very Satisfied	**9** (8.3%)
2 = Satisfied	**47** (43.1%)
3 = Slightly Satisfied	**25** (22.9%)
4 = Slightly Dissatisfied	**20** (18.3%)
5 = Dissatisfied	**5** (4.6%)
6 = Very Dissatisfied	**3** (2.8%)
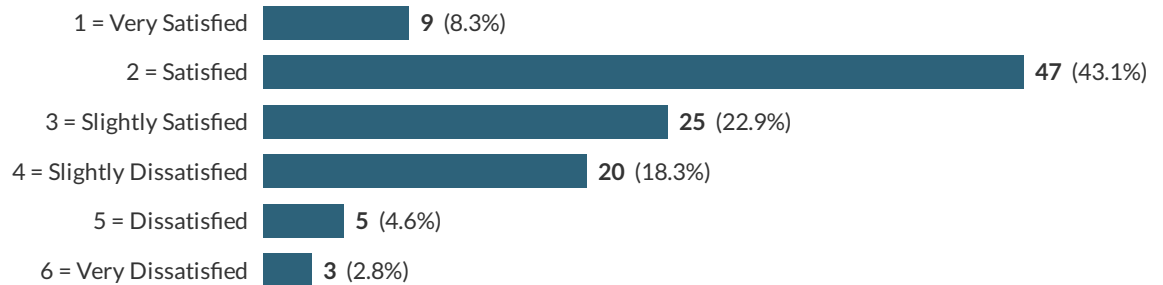
8.3 Performance (how quickly QMplus loads)

8.3.a Performance (how quickly QMplus loads)

1 = Very Satisfied	**12** (11%)
2 = Satisfied	**50** (45.9%)
3 = Slightly Satisfied	**33** (30.3%)
4 = Slightly Dissatisfied	**10** (9.2%)
5 = Dissatisfied	**3** (2.8%)
6 = Very Dissatisfied	**1** (0.9%)

8.4 General Uptime (how often QMplus is available)

8.4.a General Uptime (how often QMplus is available)

1 = Very Satisfied	21 (19.3%)
2 = Satisfied	55 (50.5%)
3 = Slightly Satisfied	26 (23.9%)
4 = Slightly Dissatisfied	6 (5.5%)
5 = Dissatisfied	1 (0.9%)
6 = Very Dissatisfied	0

8.5 Range of teaching tools available

8.5.a Range of teaching tools available

1 = Very Satisfied	7 (6.4%)
2 = Satisfied	36 (33%)
3 = Slightly Satisfied	44 (40.4%)
4 = Slightly Dissatisfied	13 (11.9%)
5 = Dissatisfied	5 (4.6%)
6 = Very Dissatisfied	4 (3.7%)
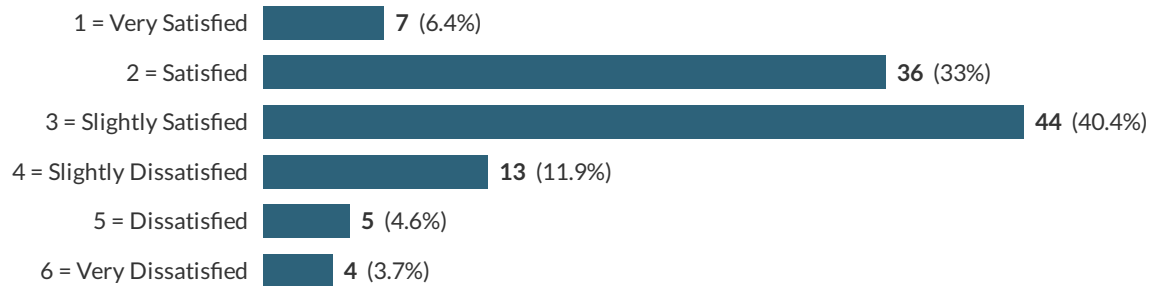
9 Overall, how satisfied are you with your ability to do the following in QMplus:

9.1 Design a nice looking course area

9.1.a Design a nice looking course area

1 = Very Satisfied	5 (4.6%)
2 = Satisfied	19 (17.4%)
3 = Slightly Satisfied	24 (22%)
4 = Slightly Dissatisfied	7 (6.4%)
5 = Dissatisfied	4 (3.7%)
6 = Very Dissatisfied	6 (5.5%)
Did not use	44 (40.4%)
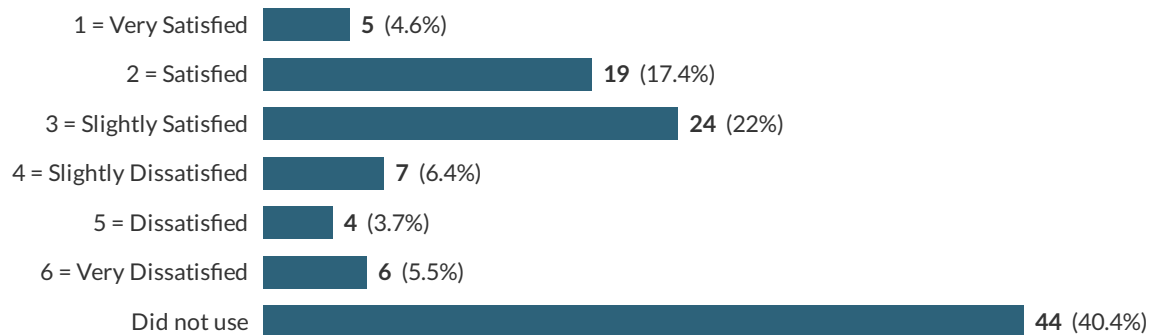
9.2 Create online activities that reflect the way you want to teach
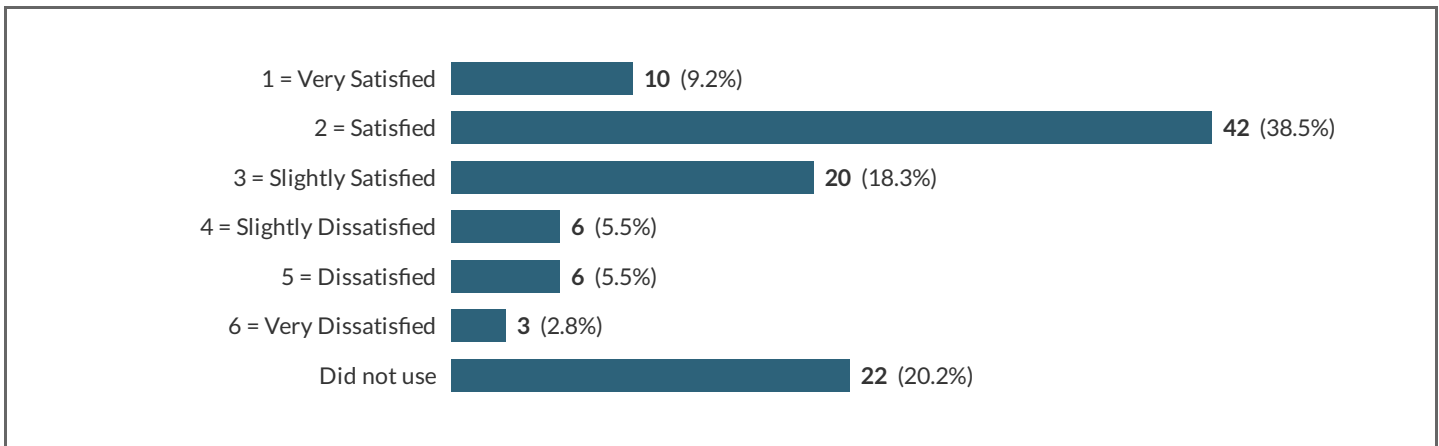
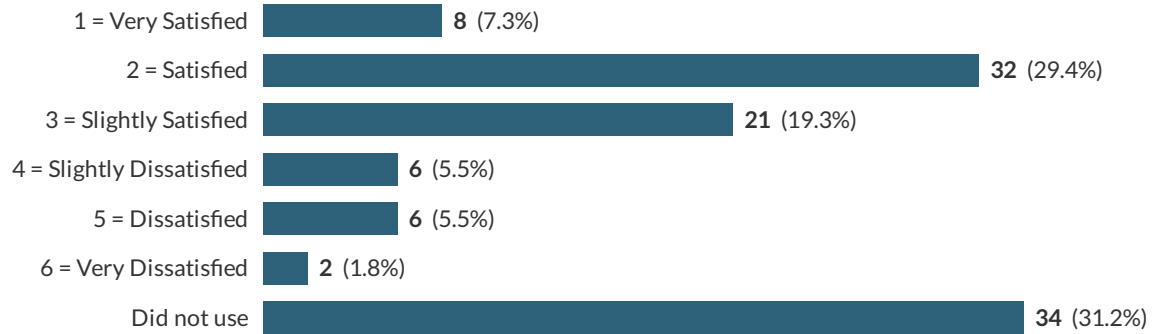**9.2.a** Create online activities that reflect the way you want to teach

1 = Very Satisfied	**1** (0.9%)
2 = Satisfied	**22** (20.2%)
3 = Slightly Satisfied	**19** (17.4%)
4 = Slightly Dissatisfied	**10** (9.2%)
5 = Dissatisfied	**6** (5.5%)
6 = Very Dissatisfied	**3** (2.8%)
Did not use	**48** (44%)
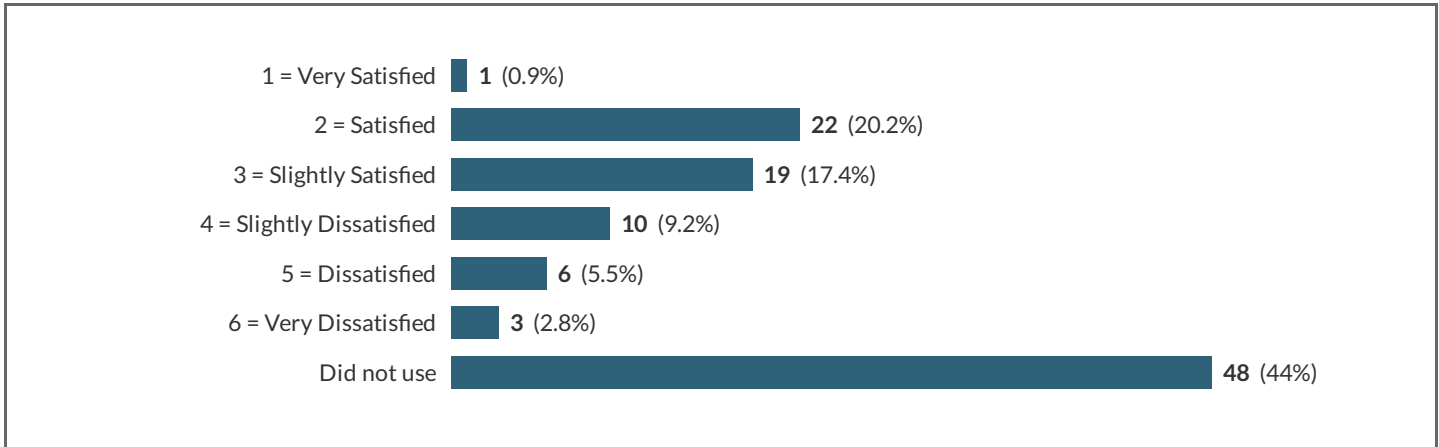
9.3 Provide online resources and materials

9.3.a Provide online resources and materials

1 = Very Satisfied	**10** (9.2%)
2 = Satisfied	**42** (38.5%)
3 = Slightly Satisfied	**20** (18.3%)
4 = Slightly Dissatisfied	**6** (5.5%)
5 = Dissatisfied	**6** (5.5%)
6 = Very Dissatisfied	**3** (2.8%)
Did not use	**22** (20.2%)

9.4 Communicate with your students

9.4.a Communicate with your students

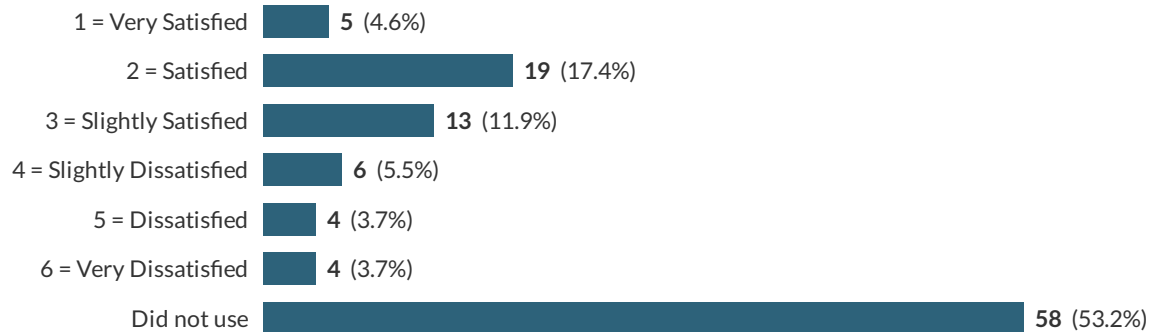|	
1 = Very Satisfied	**8** (7.3%)
2 = Satisfied	**32** (29.4%)
3 = Slightly Satisfied	**21** (19.3%)
4 = Slightly Dissatisfied	**6** (5.5%)
5 = Dissatisfied	**6** (5.5%)
6 = Very Dissatisfied	**2** (1.8%)
Did not use	**34** (31.2%)

9.5　Set up formative online assessments (assignments, quizzes etc.)

9.5.a　Set up formative online assessments (assignments, quizzes etc.)

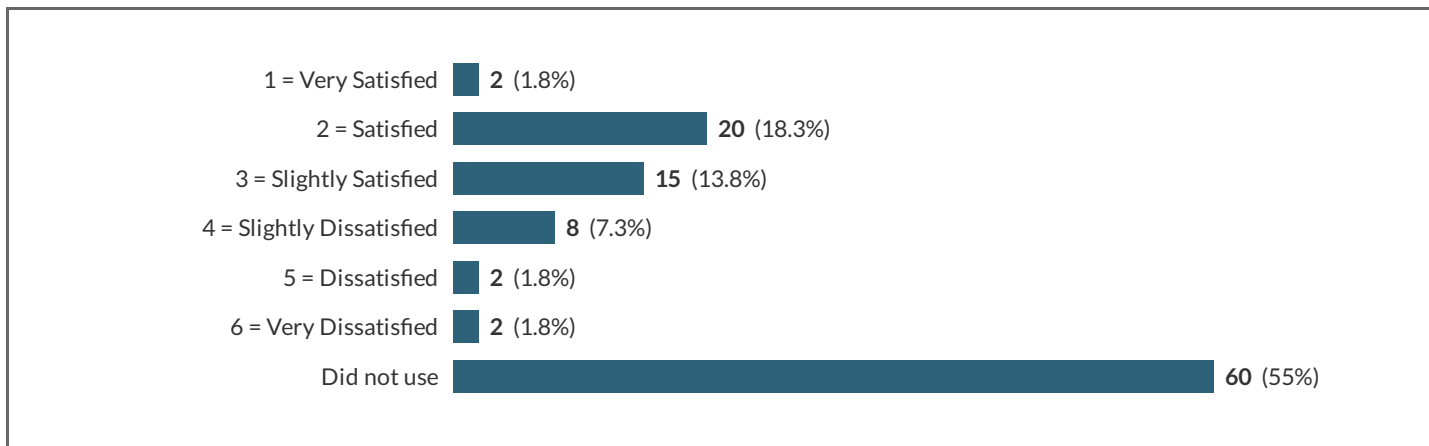|	
1 = Very Satisfied	**3** (2.8%)
2 = Satisfied	**23** (21.1%)
3 = Slightly Satisfied	**16** (14.7%)
4 = Slightly Dissatisfied	**8** (7.3%)
5 = Dissatisfied	**5** (4.6%)
6 = Very Dissatisfied	**1** (0.9%)
Did not use	**53** (48.6%)
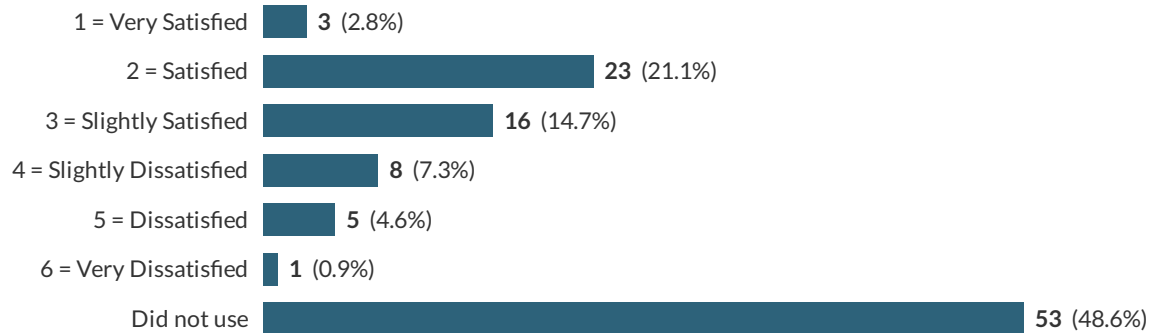
9.6　Set up summative online assessments

9.6.a　Set up summative online assessments

1 = Very Satisfied	**5** (4.6%)
2 = Satisfied	**19** (17.4%)
3 = Slightly Satisfied	**13** (11.9%)
4 = Slightly Dissatisfied	**6** (5.5%)
5 = Dissatisfied	**4** (3.7%)
6 = Very Dissatisfied	**4** (3.7%)
Did not use	**58** (53.2%)

9.7 Set up online groups and/or group work

9.7.a Set up online groups and/or group work

1 = Very Satisfied	2 (1.8%)
2 = Satisfied	20 (18.3%)
3 = Slightly Satisfied	15 (13.8%)
4 = Slightly Dissatisfied	8 (7.3%)
5 = Dissatisfied	2 (1.8%)
6 = Very Dissatisfied	2 (1.8%)
Did not use	60 (55%)

10 Please name the one thing that you like the most about QMplus.

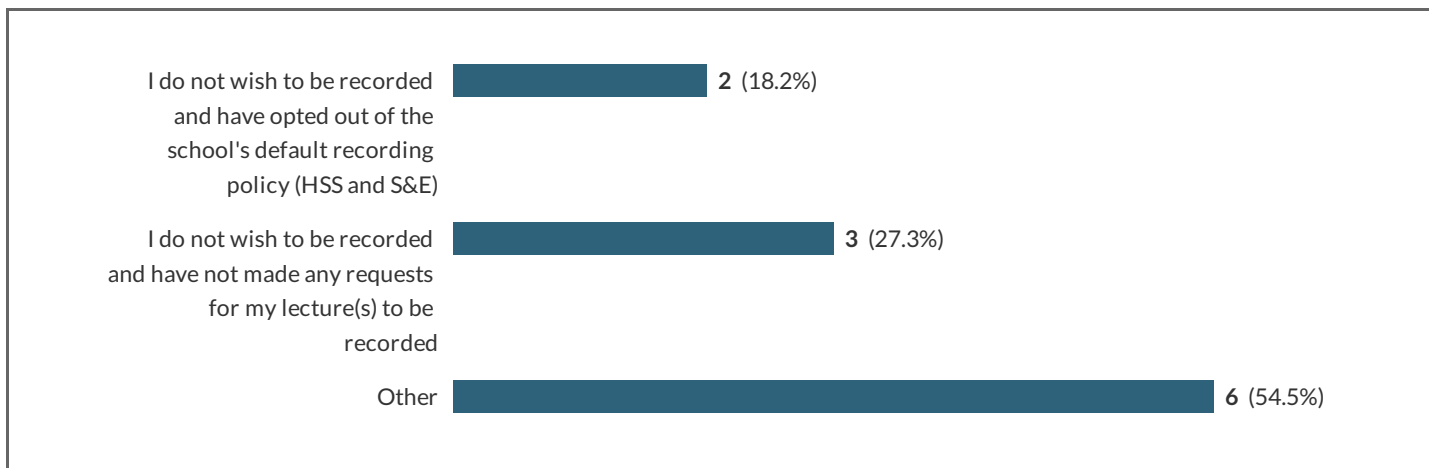| Showing 5 of 49 responses	
Nothing	195294-195287-15998538
It's easy to use.	195294-195287-15999715
Fairly easy to navigate if you know were to look	195294-195287-16008313
the assignment tool linking to turnitin	195294-195287-16011621
Very easy to embed dynamic content such as videos.	195294-195287-16012790

11 Please name one thing that you would like to improve most in QMplus.

Showing 5 of 59 responses	
I think there are too many separate systems in QMUL for students/staff/training etc. Nothing is intuitive and you spend longer trying to figure out the system than doing the task you set out to do.	195294-195287-15998538
Search facility	195294-195287-15999715
Be able to make full use of all its features (at the moment my knowledge and experience of how to do this is minimal. All I can do is load lectue habdouts to the right area and that's about it.)	195294-195287-16008313
Would be helpful to organise a QM+ one day course or a masterclass	195294-195287-16011269
Linking the permissions to dynamic groups such as departments and courses easily	195294-195287-16011621

12 Are any of your lectures currently being recorded?

Yes, all of my lectures are recorded.	**32** (24.4%)
Yes, one or more of my lectures is recorded	**27** (20.6%)
No, none of my lectures are recorded	**19** (14.5%)
I do not know	**15** (11.5%)
I do not teach	**38** (29%)
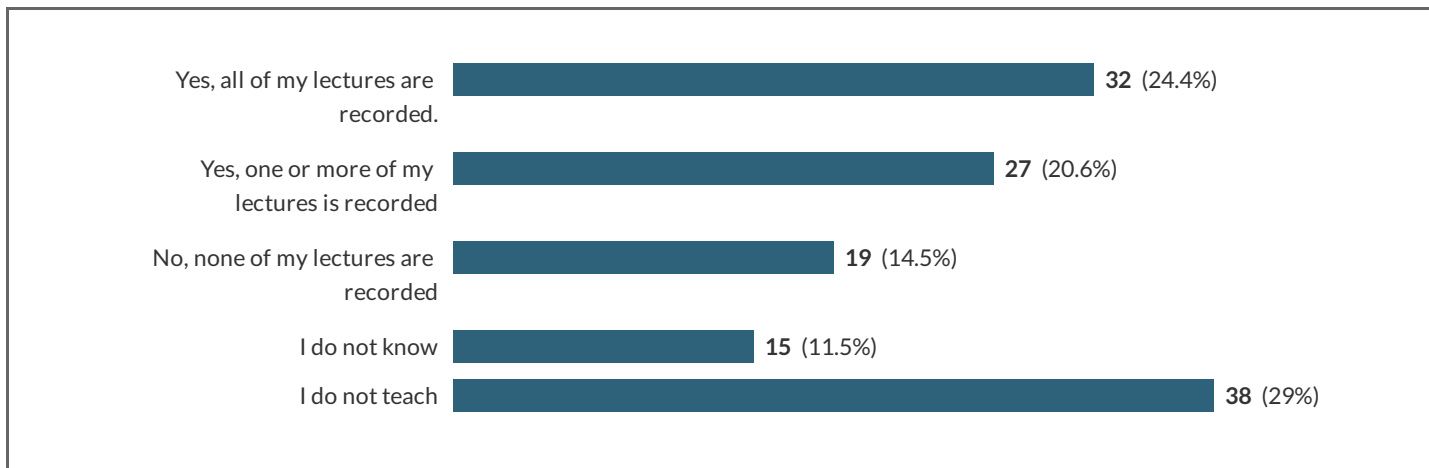
12.a Please can you tell us why your lectures are not being recorded.

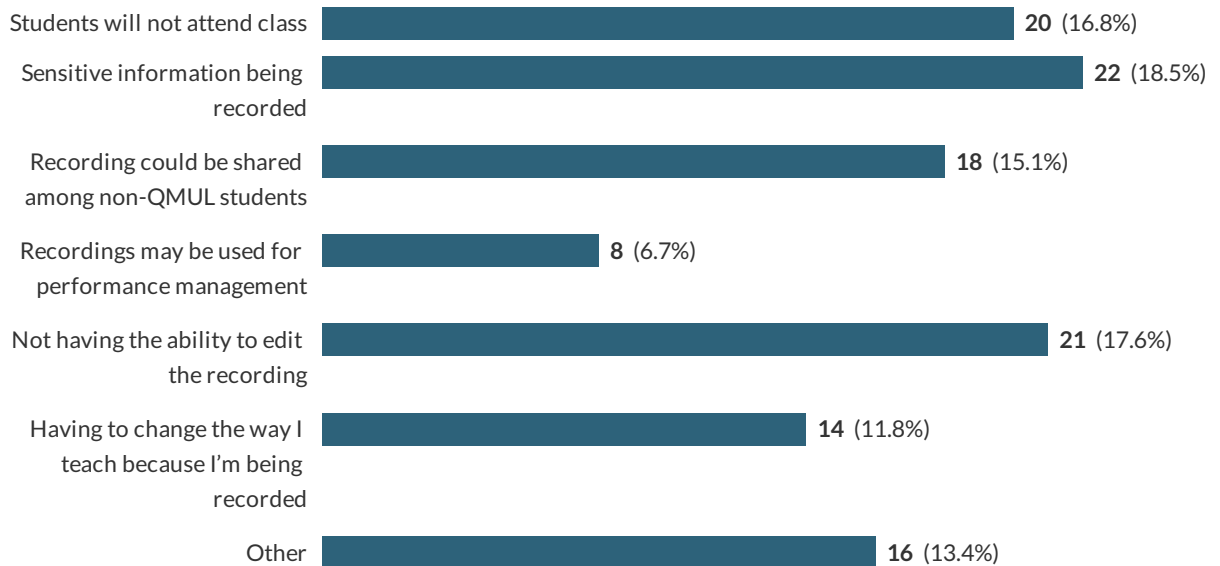|	
I do not wish to be recorded and have opted out of the school's default recording policy (HSS and S&E)	**2** (18.2%)
I do not wish to be recorded and have not made any requests for my lecture(s) to be recorded	**3** (27.3%)
Other	**6** (54.5%)

12.a.i If you selected Other, please specify:

Showing 5 of 6 responses	
I teach workshops (more like flipped learning), rather than lecturing	195294-195287-16059526
Not lecturing at the moment	195294-195287-17187763
Lecturers seem reluctant to have their lectures recorded	195294-195287-17272634
Need higher quality AV for distance learning courses.	195294-195287-17275262
no one asked, don't know if possible or not	195294-195287-17320872

13 Do you have any concerns regarding Q-Review lecture capture?
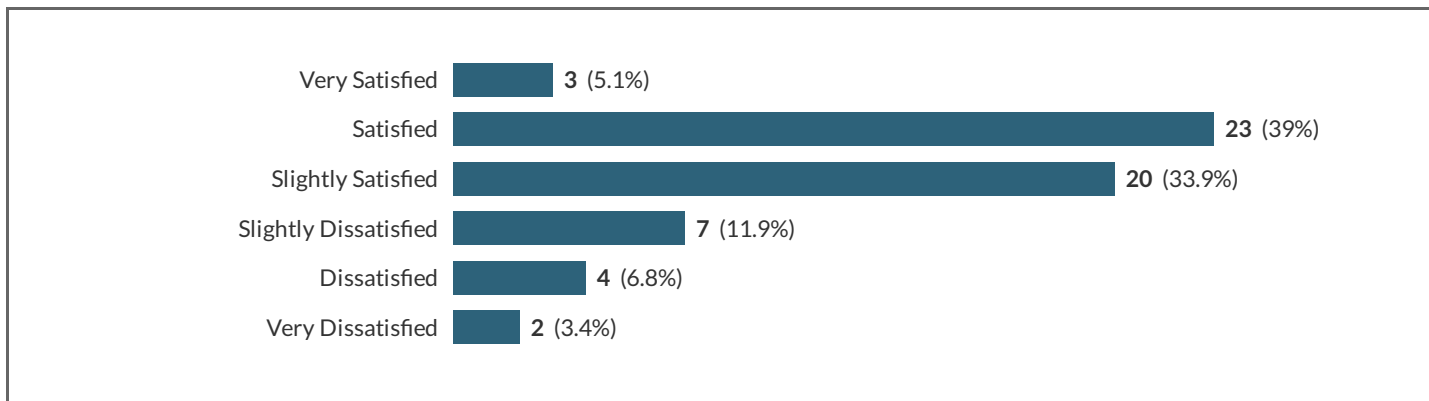
Yes	49 (37.4%)
No	82 (62.6%)

13.a Below is a list of potential concerns regarding Q-Review lecture capture. Please tick any of the concerns below that apply to you.

Students will not attend class	20 (16.8%)
Sensitive information being recorded	22 (18.5%)
Recording could be shared among non-QMUL students	18 (15.1%)
Recordings may be used for performance management	8 (6.7%)
Not having the ability to edit the recording	21 (17.6%)
Having to change the way I teach because I'm being recorded	14 (11.8%)
Other	16 (13.4%)

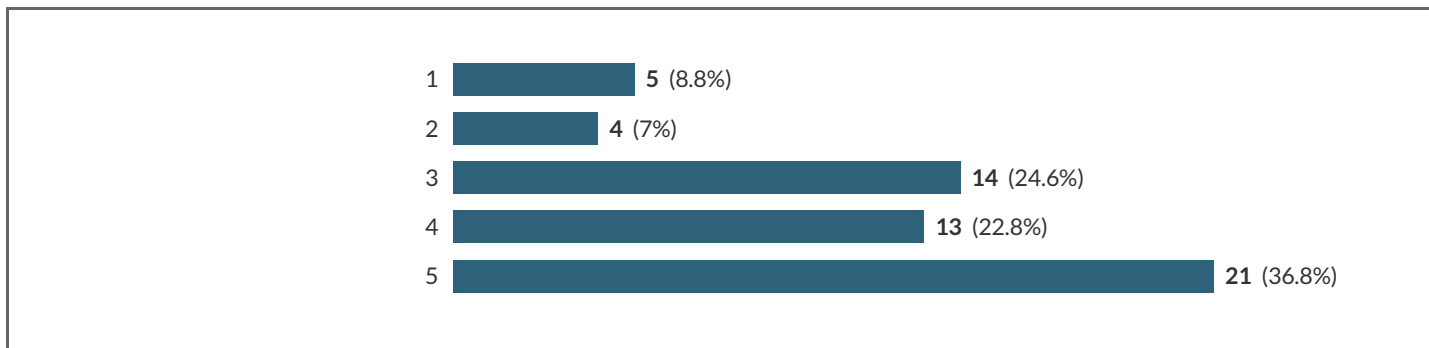**13.a.i** If you selected Other, please specify:

Showing 5 of 16 responses	
It is generally of low quality capture and has a very restrictive teaching position	195294-195287-15998538
It is slow to load.	195294-195287-15999715
My biggest concern is that recordings stop and start at times idendified on the timetable. However in reality lectures stop and start at different times so recordings are often incomplete. I've even had the audio-visual system shut down on me before I've finished when I try to go over time. The other problem is that conversations near or slightly away from the lecturn are picked up by lecture capture - this might mean they become public without people realising! Finally, the process of editing seems alien to me at the moment - I need proper training and support please.	195294-195287-16008313
very poor quality recording	195294-195287-16059284
the students become passive and just passively listen they are not actively listening and taking notes. For future clinicians being able to take notes and take in facts from a patients history is vital and lectures are a way to help develop their listening skills. being able to just listen and think that you can go back and lsiten again means that it's more passive.	195294-195287-16059481

14 On the whole, how satisfied are you with Q-Review for lecture capture?

Very Satisfied	**3** (5.1%)
Satisfied	**23** (39%)
Slightly Satisfied	**20** (33.9%)
Slightly Dissatisfied	**7** (11.9%)
Dissatisfied	**4** (6.8%)
Very Dissatisfied	**2** (3.4%)

15 On a scale of 1-5, how comfortable are you with your lectures being recorded.

15.1 Very Uncomfortable vs Very Comfortable

1	**5** (8.8%)
2	**4** (7%)
3	**14** (24.6%)
4	**13** (22.8%)
5	**21** (36.8%)

16 Do you (or someone else) edit your Q-Review lecture recordings?

Yes, always	**2** (3.4%)
Yes, sometimes	**12** (20.3%)
No, I don't have time	**13** (22%)
No, I don't know how to	**29** (49.2%)
Other	**3** (5.1%)
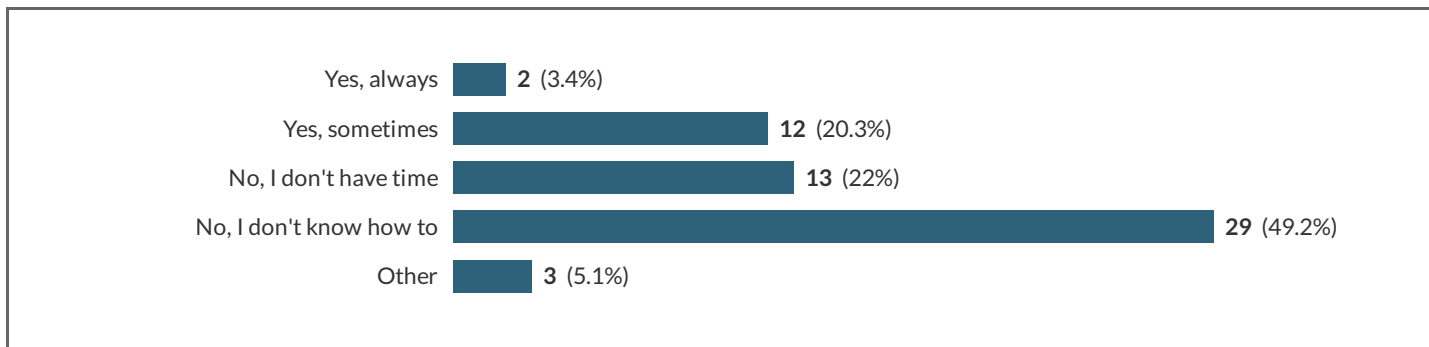
16.a If you selected Other, please specify:

Showing all 3 responses	
E-Learning Technologist	195294-195287-17328428
No	195294-195287-17360172
mainly addressed to lecturers to edit	195294-195287-17495196

17 In thinking about the ongoing development of the Q-Review service, which of the following do you think is most important for development over the next academic year.

Roving cameras (cameras that follow the speaker) — **18** (12.9%)

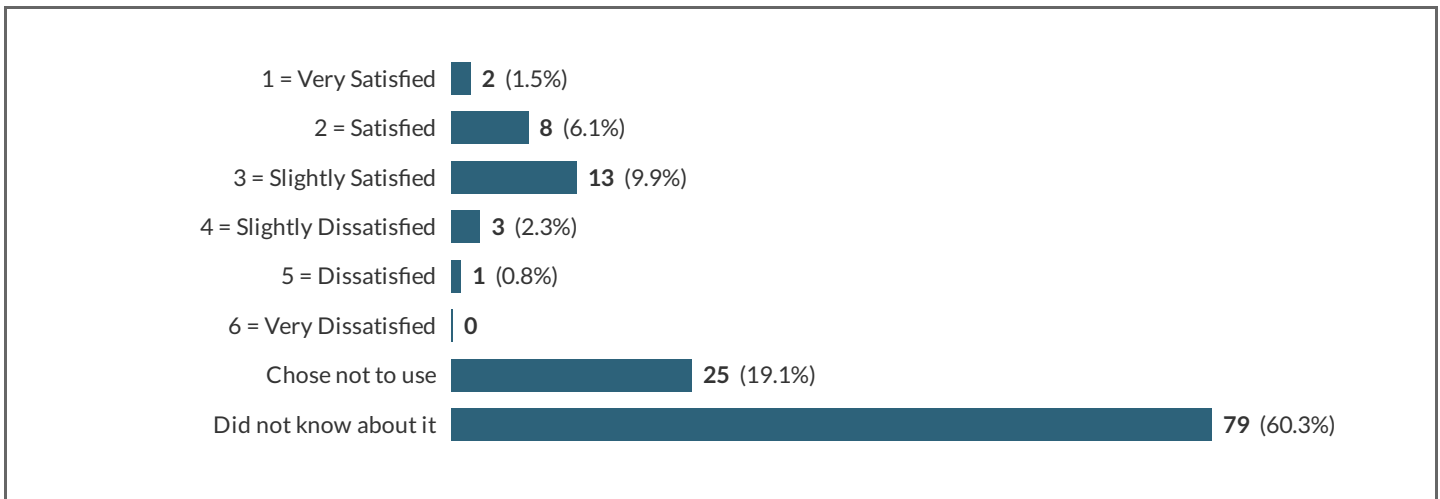Changing the default setting so that video is not recorded by default — **8** (5.7%)

Better integration with the timetabling system so that changes made in this system (such as changes to rooms, times etc.) will be automatically reflected in Q-Review scheduling — **18** (12.9%)

Include the live streaming option (audience can watch the lecture from outside the classroom in real time) — **13** (9.3%)

Improving audio — **22** (15.7%)

Controls within the classroom (so teachers can stop/pause/start recordings) — **29** (20.7%)

Indicate to the lecturer/audience whether a recording is taking place while in the classroom. — **24** (17.1%)

Installation of HD cameras — **8** (5.7%)

18 The E-Learning Unit also offers support for the following applications. Please indicate if you have used these applications and your general level of satisfaction.

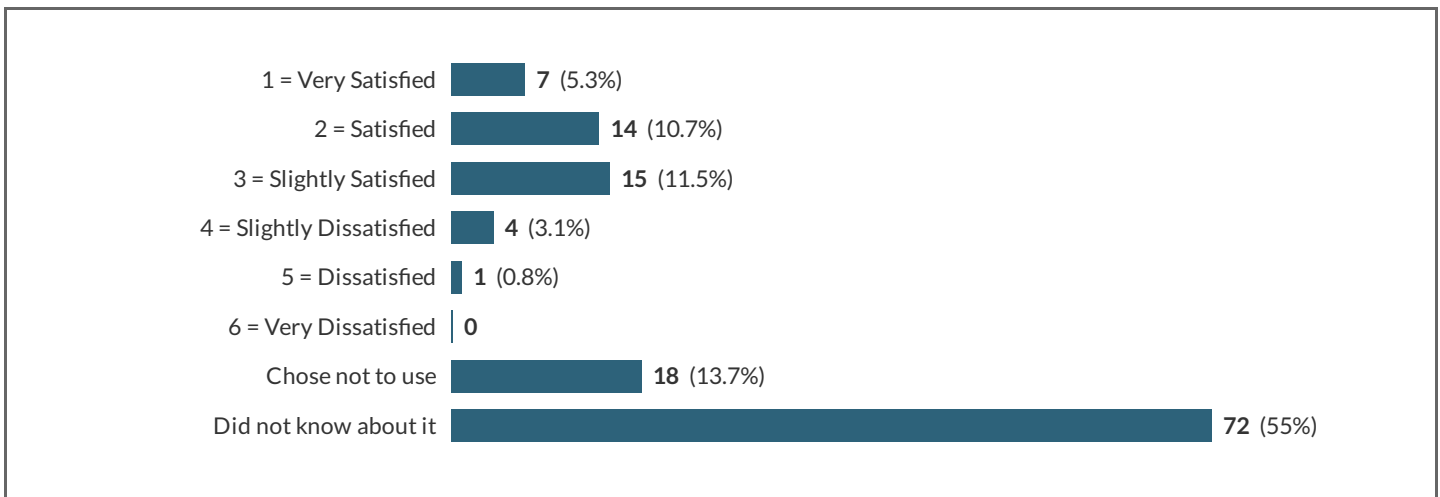**18.1** QMplus Hub - Groups and Portfolios

18.1.a QMplus Hub - Groups and Portfolios - If you knew about the application but have not used it select 'chose not to

use'. If you did not know the feature existed select 'did not know about it'.

1 = Very Satisfied	**2** (1.5%)
2 = Satisfied	**8** (6.1%)
3 = Slightly Satisfied	**13** (9.9%)
4 = Slightly Dissatisfied	**3** (2.3%)
5 = Dissatisfied	**1** (0.8%)
6 = Very Dissatisfied	**0**
Chose not to use	**25** (19.1%)
Did not know about it	**79** (60.3%)

18.2   QMplus Media - Video Storage and Streaming

18.2.a QMplus Media - Video Storage and Streaming - If you knew about the application but have not used it select 'chose not to use'. If you did not know the feature existed select 'did not know about it'.

1 = Very Satisfied	**7** (5.3%)
2 = Satisfied	**14** (10.7%)
3 = Slightly Satisfied	**15** (11.5%)
4 = Slightly Dissatisfied	**4** (3.1%)
5 = Dissatisfied	**1** (0.8%)
6 = Very Dissatisfied	**0**
Chose not to use	**18** (13.7%)
Did not know about it	**72** (55%)

18.3   Turnitin - Plagiarism Detection

18.3.a Turnitin - Plagiarism Detection - If you knew about the application but have not used it select 'chose not to use'. If you did not know the feature existed select 'did not know about it'.
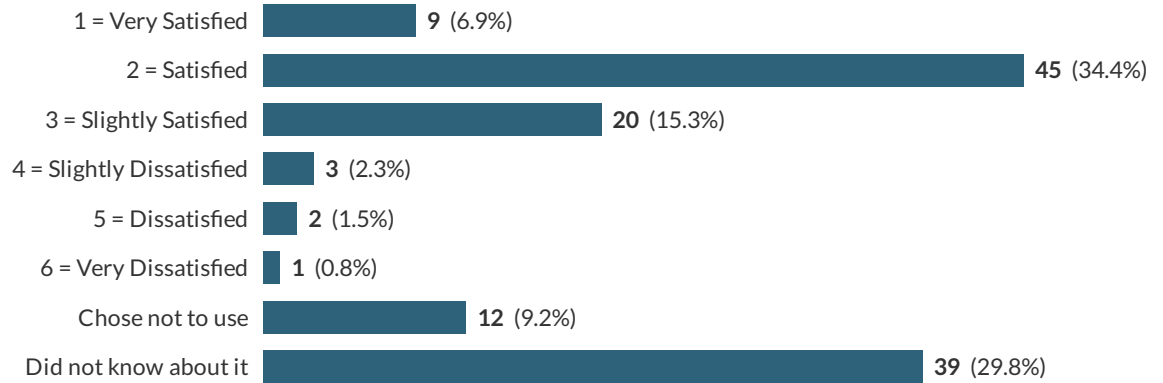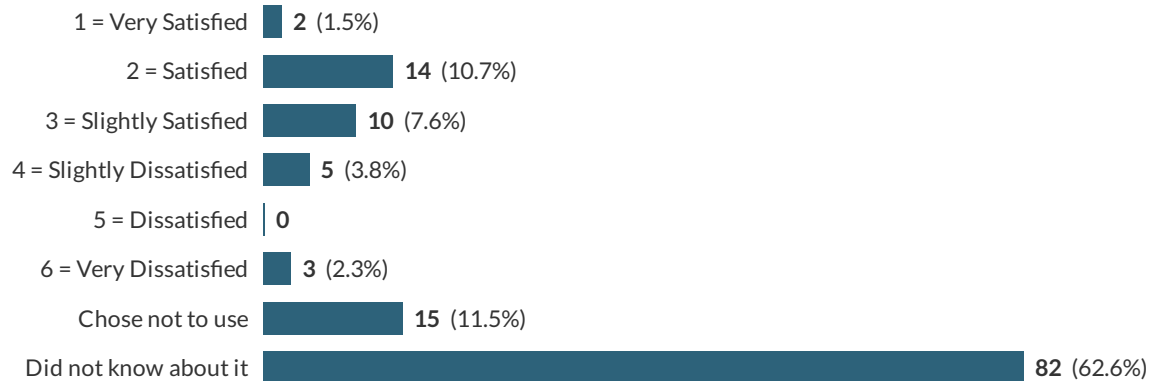
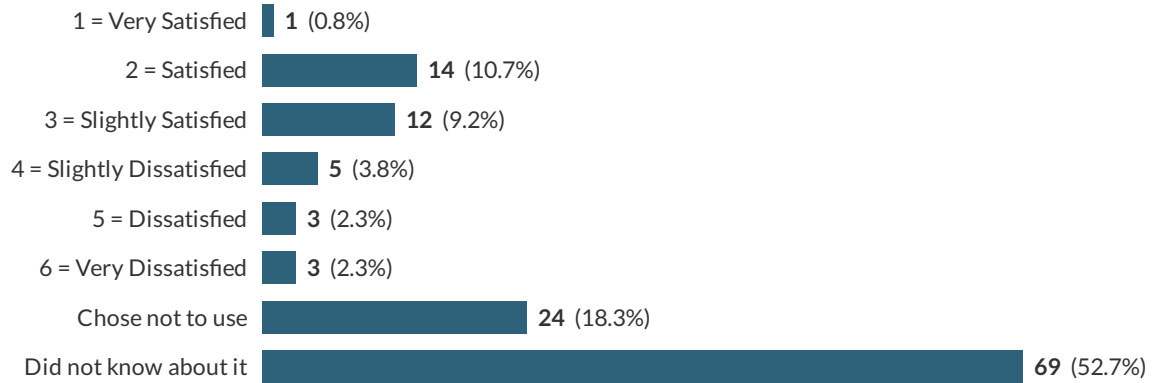|	
1 = Very Satisfied	**9** (6.9%)
2 = Satisfied	**45** (34.4%)
3 = Slightly Satisfied	**20** (15.3%)
4 = Slightly Dissatisfied	**3** (2.3%)
5 = Dissatisfied	**2** (1.5%)
6 = Very Dissatisfied	**1** (0.8%)
Chose not to use	**12** (9.2%)
Did not know about it	**39** (29.8%)

18.4   Bristol Online Surveys - Survey Creation

18.4.a   Bristol Online Surveys - Survey Creation - If you knew about the application but have not used it select 'chose not to use'. If you did not know the feature existed select 'did not know about it'.

1 = Very Satisfied	**2** (1.5%)
2 = Satisfied	**14** (10.7%)
3 = Slightly Satisfied	**10** (7.6%)
4 = Slightly Dissatisfied	**5** (3.8%)
5 = Dissatisfied	**0**
6 = Very Dissatisfied	**3** (2.3%)
Chose not to use	**15** (11.5%)
Did not know about it	**82** (62.6%)

18.5   Clickers - Audience Response Systems

18.5.a   Clickers - Audience Response Systems - If you knew about the application but have not used it select 'chose not to use'. If you did not know the feature existed select 'did not know about it'.

1 = Very Satisfied	1 (0.8%)	
2 = Satisfied	14 (10.7%)	
3 = Slightly Satisfied	12 (9.2%)	
4 = Slightly Dissatisfied	5 (3.8%)	
5 = Dissatisfied	3 (2.3%)	
6 = Very Dissatisfied	3 (2.3%)	
Chose not to use	24 (18.3%)	
Did not know about it	69 (52.7%)	

19 Do you use any other technology not mentioned in this survey (hardware or software) e.g. Hot Potatoes to create quizzes

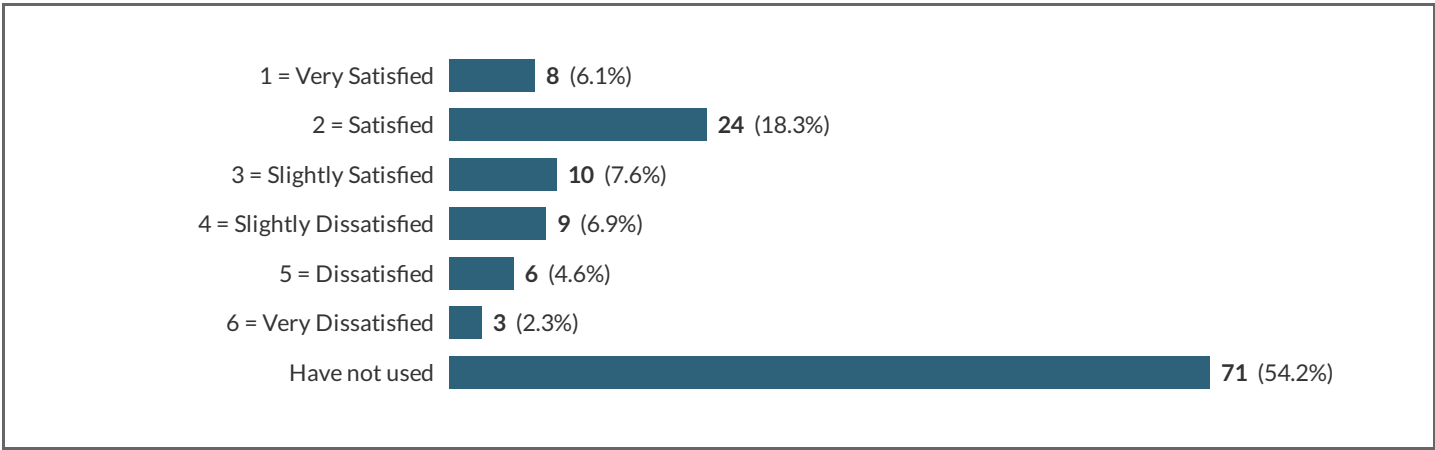|	
No	113 (86.3%)
Yes	18 (13.7%)

19.a If you selected 'Yes', please tell us what you use and why.

Showing 5 of 18 responses	
Articulate to create branched scenarios. Captivate as an alternative to Articulate. Final Cut Pro to edit videos. Audacity to edit audio.	195294-195287-15999715
e-learning development tools	195294-195287-16003362
nearpod - very rich student response articulate storyline	195294-195287-16011621
Camtasia to do screencasts Videos	195294-195287-16012790
Articulate storyline	195294-195287-16059741

20 Have you used any of the following methods to get support with using an e-learning technology and how satisfied are you in general with this method?
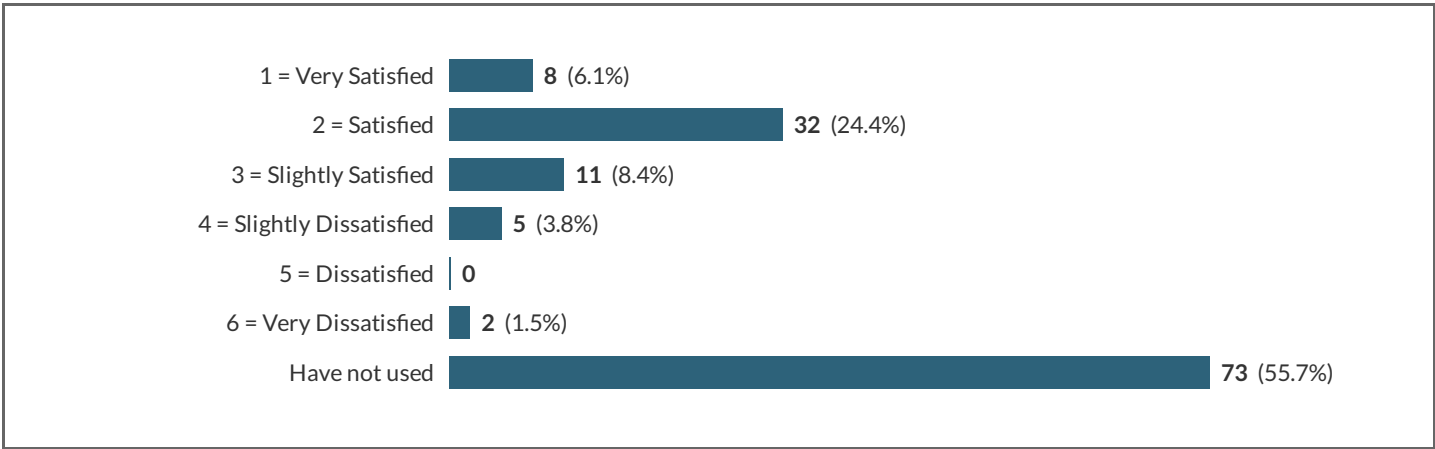
20.1 Raised a ticket on the Helpdesk regarding E-Learning

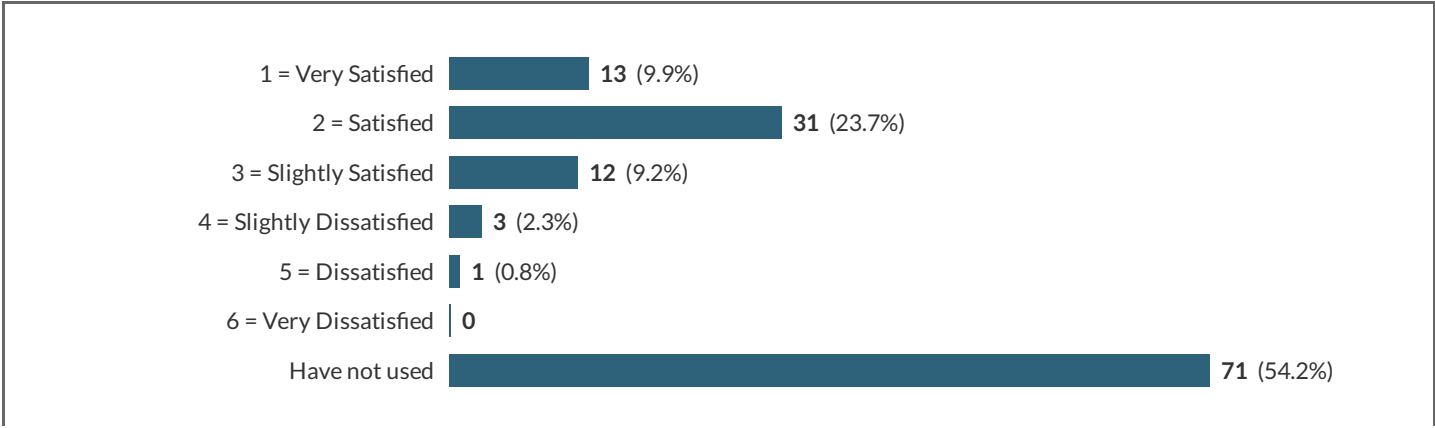**20.1.a** Raised a ticket on the Helpdesk regarding E-Learning

1 = Very Satisfied	**8** (6.1%)
2 = Satisfied	**24** (18.3%)
3 = Slightly Satisfied	**10** (7.6%)
4 = Slightly Dissatisfied	**9** (6.9%)
5 = Dissatisfied	**6** (4.6%)
6 = Very Dissatisfied	**3** (2.3%)
Have not used	**71** (54.2%)

20.2 Emailed the E-Learning Unit

20.2.a Emailed the E-Learning Unit

1 = Very Satisfied	**8** (6.1%)
2 = Satisfied	**32** (24.4%)
3 = Slightly Satisfied	**11** (8.4%)
4 = Slightly Dissatisfied	**5** (3.8%)
5 = Dissatisfied	**0**
6 = Very Dissatisfied	**2** (1.5%)
Have not used	**73** (55.7%)

20.3 Attended an E-Learning workshop/training session

20.3.a Attended an E-Learning workshop/training session

1 = Very Satisfied	**13** (9.9%)
2 = Satisfied	**31** (23.7%)
3 = Slightly Satisfied	**12** (9.2%)
4 = Slightly Dissatisfied	**3** (2.3%)
5 = Dissatisfied	**1** (0.8%)
6 = Very Dissatisfied	**0**
Have not used	**71** (54.2%)

20.4 Met with someone from the E-Learning Unit

20.4.a Met with someone from the E-Learning Unit

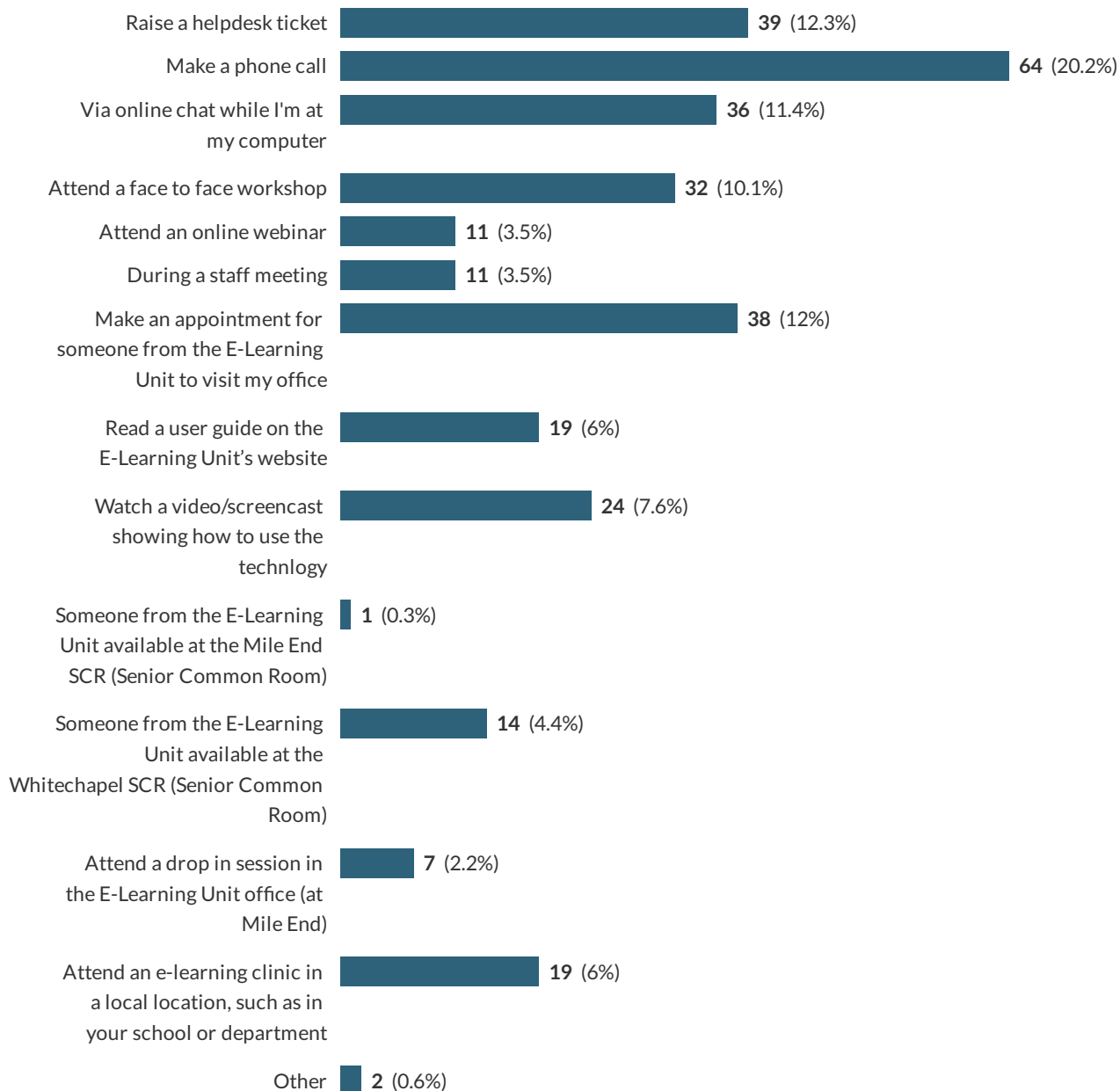|	
1 = Very Satisfied	**18** (13.7%)
2 = Satisfied	**23** (17.6%)
3 = Slightly Satisfied	**11** (8.4%)
4 = Slightly Dissatisfied	**2** (1.5%)
5 = Dissatisfied	**1** (0.8%)
6 = Very Dissatisfied	**0**
Have not used	**76** (58%)
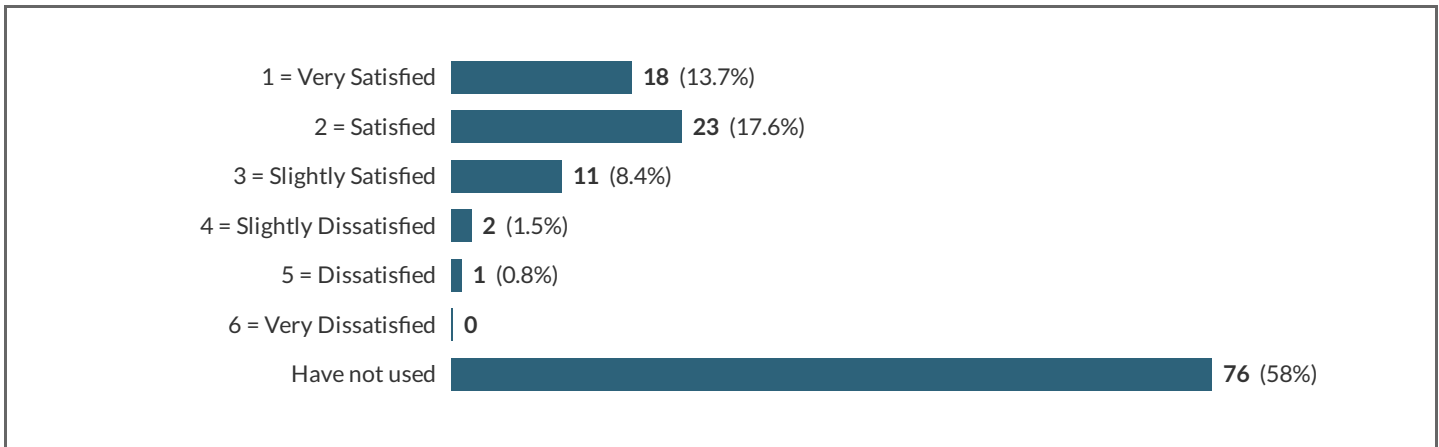
20.5 Visited the E-Learning website (read an online guide or other content)

20.5.a Visited the E-Learning website (read an online guide or other content)

1 = Very Satisfied	**9** (6.9%)
2 = Satisfied	**23** (17.6%)
3 = Slightly Satisfied	**27** (20.6%)
4 = Slightly Dissatisfied	**3** (2.3%)
5 = Dissatisfied	**4** (3.1%)
6 = Very Dissatisfied	**0**
Have not used	**65** (49.6%)
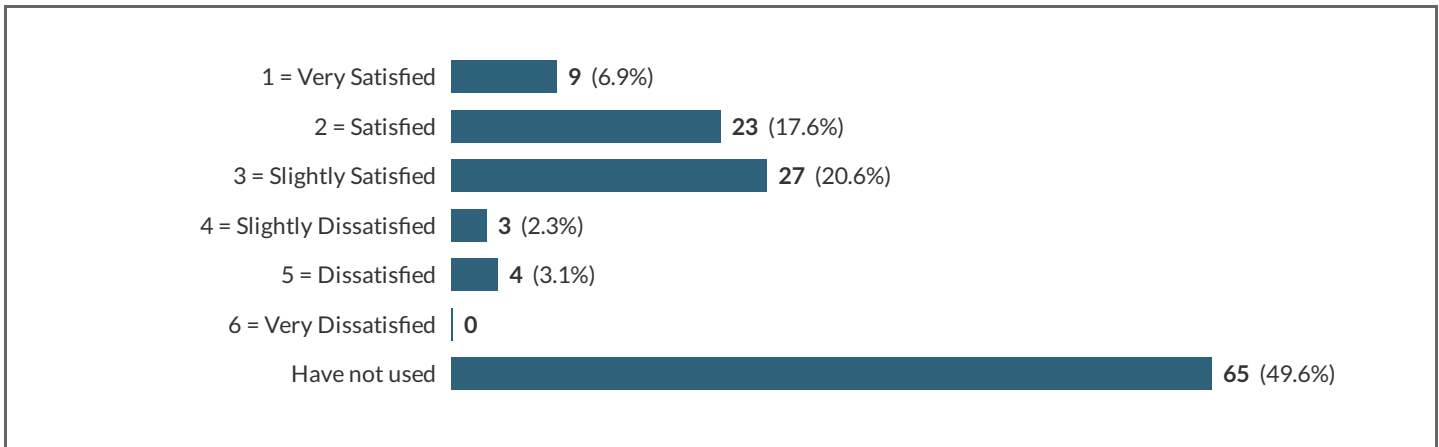
21 Which would be your preferred method to get support in using E-Learning technologies? Please select up to 3 choices.

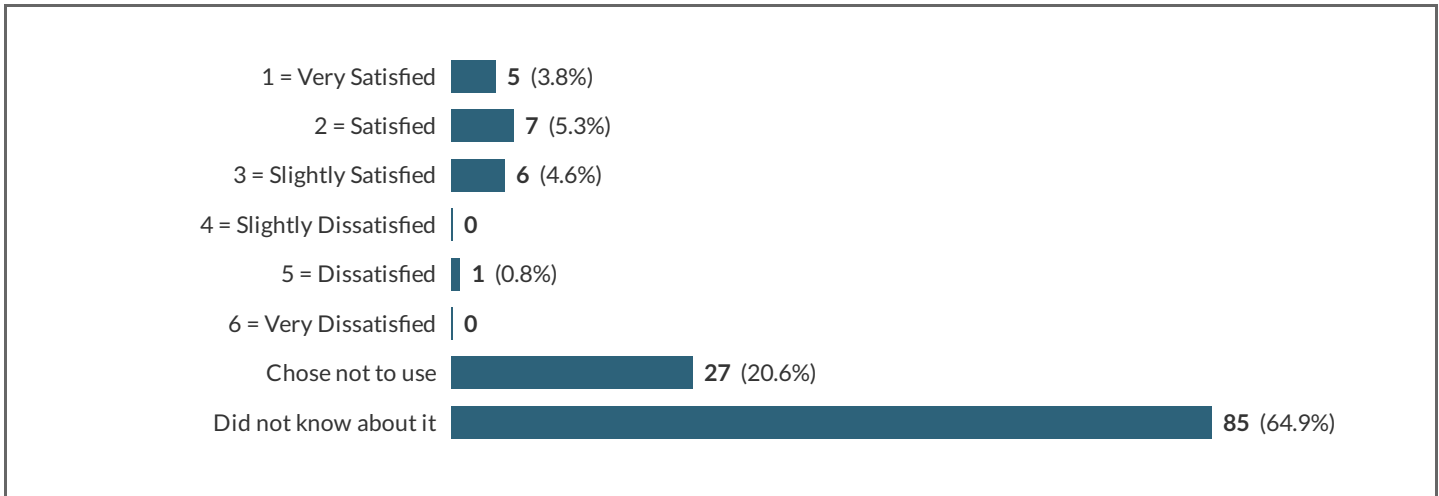|	
Raise a helpdesk ticket	**39** (12.3%)
Make a phone call	**64** (20.2%)
Via online chat while I'm at my computer	**36** (11.4%)
Attend a face to face workshop	**32** (10.1%)
Attend an online webinar	**11** (3.5%)
During a staff meeting	**11** (3.5%)
Make an appointment for someone from the E-Learning Unit to visit my office	**38** (12%)
Read a user guide on the E-Learning Unit's website	**19** (6%)
Watch a video/screencast showing how to use the technlogy	**24** (7.6%)
Someone from the E-Learning Unit available at the Mile End SCR (Senior Common Room)	**1** (0.3%)
Someone from the E-Learning Unit available at the Whitechapel SCR (Senior Common Room)	**14** (4.4%)
Attend a drop in session in the E-Learning Unit office (at Mile End)	**7** (2.2%)
Attend an e-learning clinic in a local location, such as in your school or department	**19** (6%)
Other	**2** (0.6%)

21.a If you selected Other, please specify:

Showing all 2 responses	
the availability of e-learnign technologists to maintain the electronic resource	195294-195287-16059284
Support by e-mail	195294-195287-17272829

---

22 How satisfied are you in general with the following services offered by QMUL's E-Learning Unit?
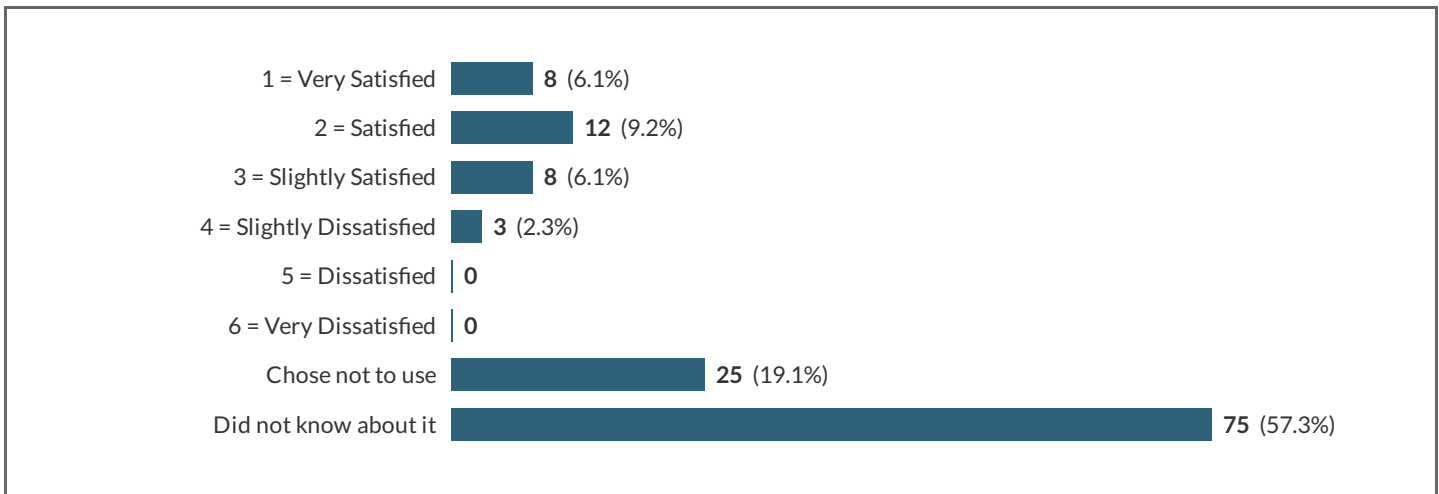
22.1   Drop In Sessions (normally on Tuesdays/Thursdays 1-2pm)

22.1.a   Drop In Sessions (normally on Tuesdays/Thursdays 1-2pm) - If you knew about the service but have not used it select 'chose not to use'. If you did not know the service existed select 'did not know about it'.
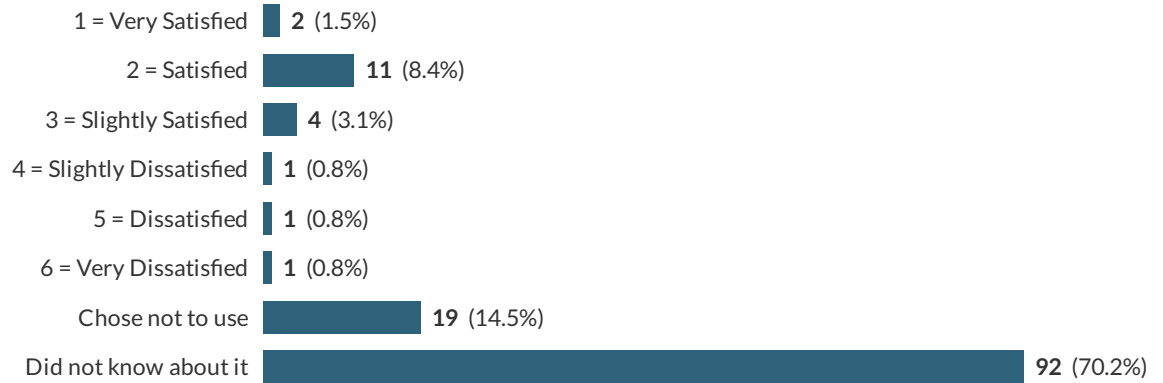
1 = Very Satisfied	**5** (3.8%)
2 = Satisfied	**7** (5.3%)
3 = Slightly Satisfied	**6** (4.6%)
4 = Slightly Dissatisfied	**0**
5 = Dissatisfied	**1** (0.8%)
6 = Very Dissatisfied	**0**
Chose not to use	**27** (20.6%)
Did not know about it	**85** (64.9%)

22.2   Book a Learning Technologist (Meet with a member of the E-Learning team)

22.2.a   Book a Learning Technologist (Meet with a member of the E-Learning team) - If you knew about the service but have not used it select 'chose not to use'. If you did not know the service existed select 'did not know about it'.
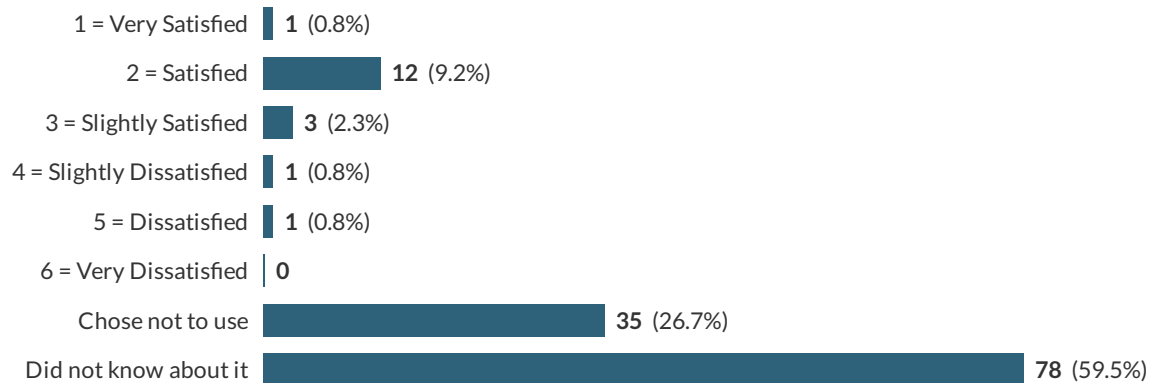
1 = Very Satisfied	**8** (6.1%)
2 = Satisfied	**12** (9.2%)
3 = Slightly Satisfied	**8** (6.1%)
4 = Slightly Dissatisfied	**3** (2.3%)
5 = Dissatisfied	**0**
6 = Very Dissatisfied	**0**
Chose not to use	**25** (19.1%)
Did not know about it	**75** (57.3%)

22.3   E-Learning Production Scheme (receive E-Learning Assistant resource)

22.3.a   E-Learning Production Scheme (receive E-Learning Assistant resource) - If you knew about the service but have not used it select 'chose not to use'. If you did not know the service existed select 'did not know about it'.
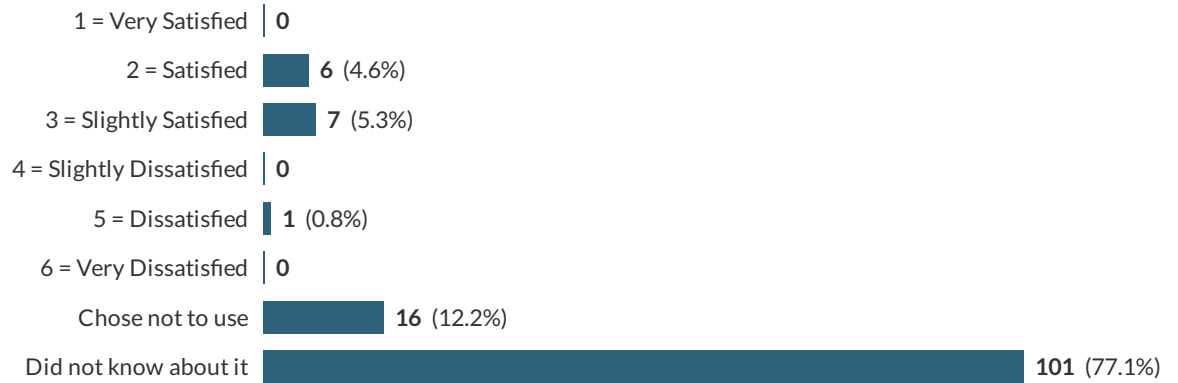
1 = Very Satisfied	**2** (1.5%)
2 = Satisfied	**11** (8.4%)
3 = Slightly Satisfied	**4** (3.1%)
4 = Slightly Dissatisfied	**1** (0.8%)
5 = Dissatisfied	**1** (0.8%)
6 = Very Dissatisfied	**1** (0.8%)
Chose not to use	**19** (14.5%)
Did not know about it	**92** (70.2%)

22.4 E-Learning Studio (book the Studio)

22.4.a E-Learning Studio (book the Studio) - If you knew about the service but have not used it select 'chose not to use'. If you did not know the service existed select 'did not know about it'.
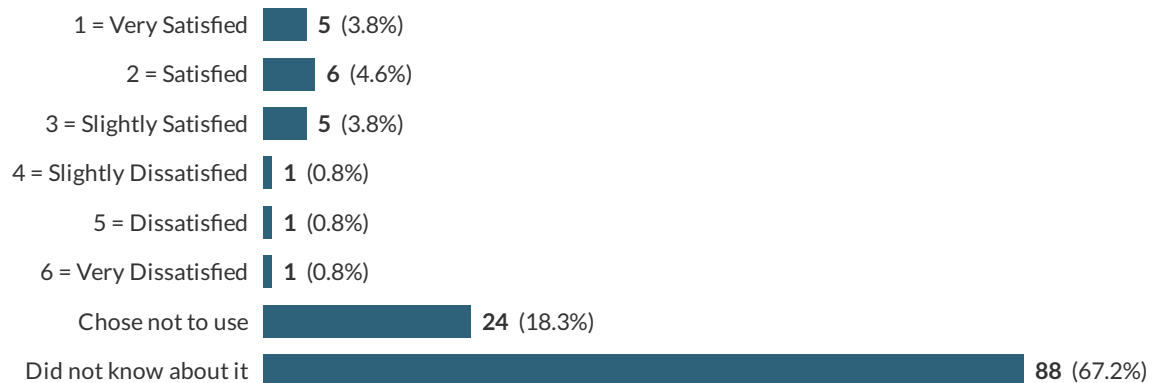
1 = Very Satisfied	**1** (0.8%)
2 = Satisfied	**12** (9.2%)
3 = Slightly Satisfied	**3** (2.3%)
4 = Slightly Dissatisfied	**1** (0.8%)
5 = Dissatisfied	**1** (0.8%)
6 = Very Dissatisfied	**0**
Chose not to use	**35** (26.7%)
Did not know about it	**78** (59.5%)

22.5 QMplus Request Tracker (to submit QMplus development requests)

22.5.a QMplus Request Tracker (to submit QMplus development requests) - If you knew about the service but have not used it select 'chose not to use'. If you did not know the service existed select 'did not know about it'.

1 = Very Satisfied	**0**
2 = Satisfied	**6** (4.6%)
3 = Slightly Satisfied	**7** (5.3%)
4 = Slightly Dissatisfied	**0**
5 = Dissatisfied	**1** (0.8%)
6 = Very Dissatisfied	**0**
Chose not to use	**16** (12.2%)
Did not know about it	**101** (77.1%)

22.6 Equipment Loan Service (to borrow technology such as clickers, laptops, microphones etc.)

22.6.a Equipment Loan Service (to borrow technology such as clickers, laptops, microphones etc.) - If you knew about the service but have not used it select 'chose not to use'. If you did not know the service existed select 'did not know about it'.

1 = Very Satisfied	**5** (3.8%)
2 = Satisfied	**6** (4.6%)
3 = Slightly Satisfied	**5** (3.8%)
4 = Slightly Dissatisfied	**1** (0.8%)
5 = Dissatisfied	**1** (0.8%)
6 = Very Dissatisfied	**1** (0.8%)
Chose not to use	**24** (18.3%)
Did not know about it	**88** (67.2%)

23 Please indicate whether you are subscribed to, or view, the following communication channels for e-learning and your general level of satisfaction with the information received via this method.
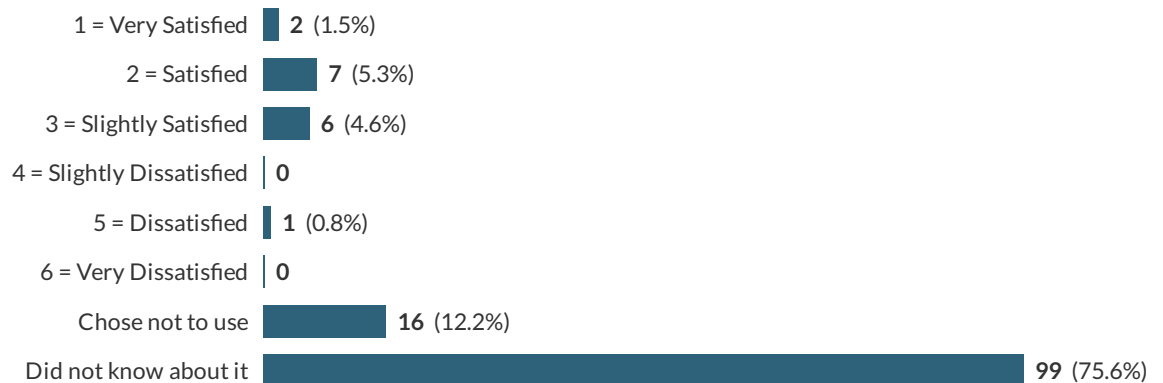
23.1 E-Learning Monthly Newsletter

23.1.a E-Learning Monthly Newsletter - If you knew about the communication channel but have not used it select 'chose not to use'. If you did not know the communication channel existed select 'did not know about it'.
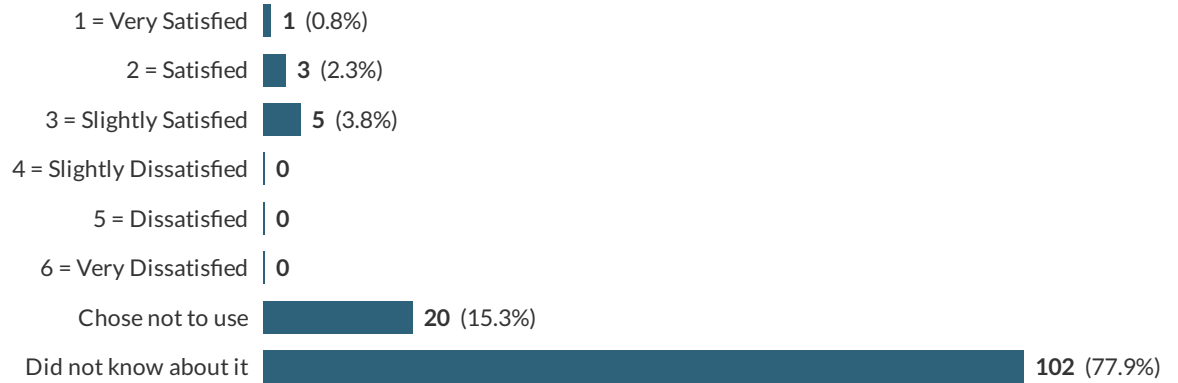
1 = Very Satisfied		**3** (2.3%)
2 = Satisfied		**21** (16%)
3 = Slightly Satisfied		**11** (8.4%)
4 = Slightly Dissatisfied		**2** (1.5%)
5 = Dissatisfied		**0**
6 = Very Dissatisfied		**0**
Chose not to use		**13** (9.9%)
Did not know about it		**81** (61.8%)
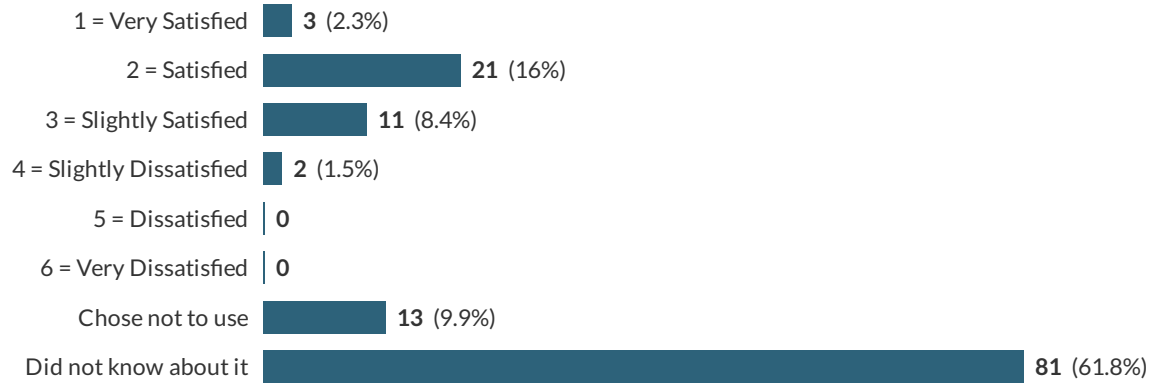
23.2   E-Learning Online Practitioners Forum (in QMplus Hub)

23.2.a   E-Learning Online Practitioners Forum (in QMplus Hub) - If you knew about the communication channel but have not used it select 'chose not to use'. If you did not know the communication channel existed select 'did not know about it'.
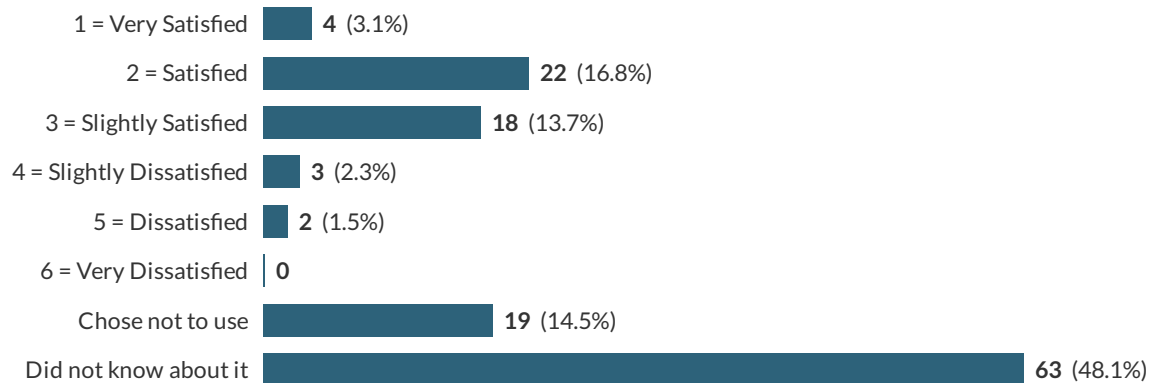
1 = Very Satisfied		**2** (1.5%)
2 = Satisfied		**7** (5.3%)
3 = Slightly Satisfied		**6** (4.6%)
4 = Slightly Dissatisfied		**0**
5 = Dissatisfied		**1** (0.8%)
6 = Very Dissatisfied		**0**
Chose not to use		**16** (12.2%)
Did not know about it		**99** (75.6%)

23.3   E-Learning Twitter Feed

23.3.a   E-Learning Twitter Feed - If you knew about the communication channel but have not used it select 'chose not to use'. If you did not know the communication channel existed select 'did not know about it'.
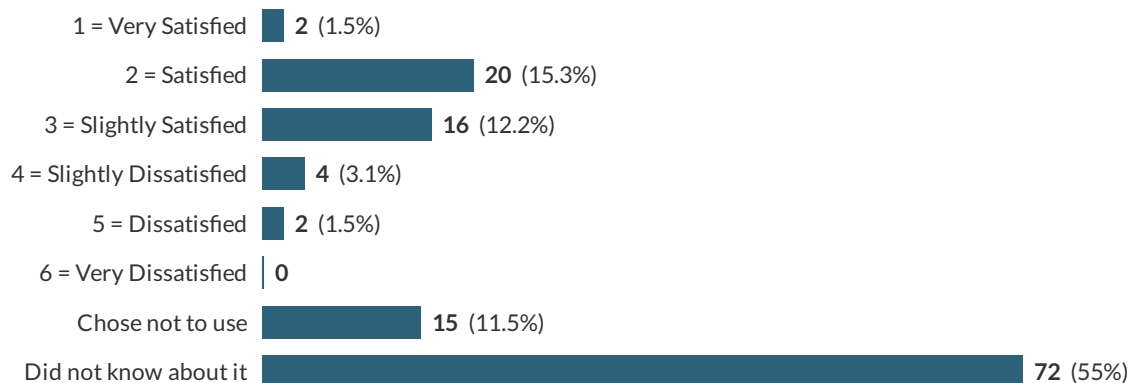
```
1 = Very Satisfied    █ 1 (0.8%)
2 = Satisfied         ███ 3 (2.3%)
3 = Slightly Satisfied ████ 5 (3.8%)
4 = Slightly Dissatisfied  │ 0
5 = Dissatisfied           │ 0
6 = Very Dissatisfied      │ 0
Chose not to use      ███████████ 20 (15.3%)
Did not know about it ██████████████████████████████████████ 102 (77.9%)
```

23.4   E-Learning Website

23.4.a   E-Learning Website - If you knew about the communication channel but have not used it select 'chose not to use'. If you did not know the communication channel existed select 'did not know about it'.
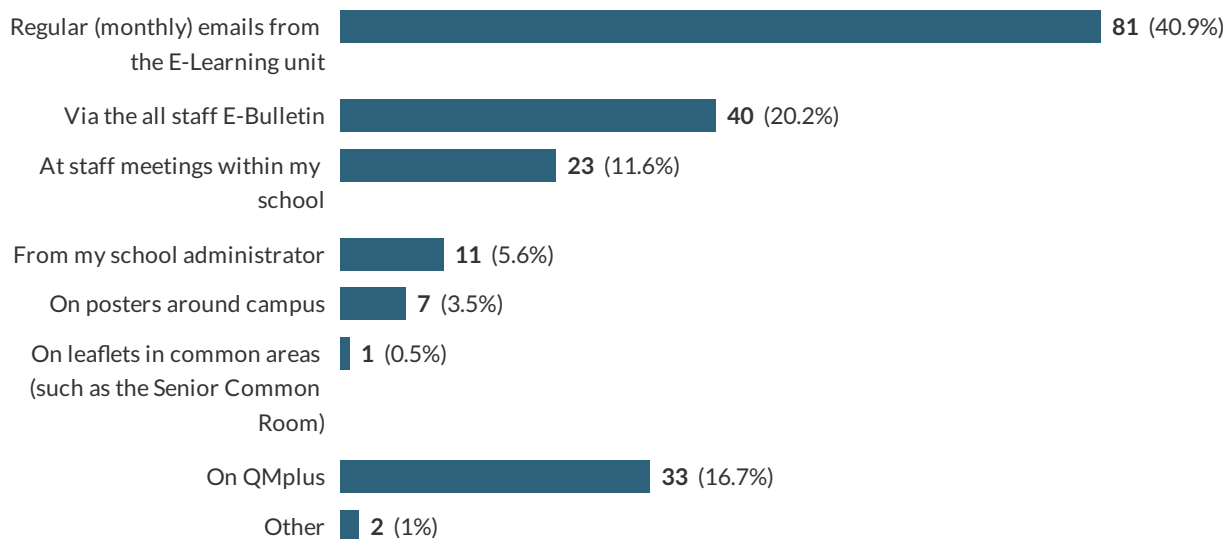
```
1 = Very Satisfied    ██ 4 (3.1%)
2 = Satisfied         █████████████ 22 (16.8%)
3 = Slightly Satisfied ██████████ 18 (13.7%)
4 = Slightly Dissatisfied  ██ 3 (2.3%)
5 = Dissatisfied           █ 2 (1.5%)
6 = Very Dissatisfied      │ 0
Chose not to use      ███████████ 19 (14.5%)
Did not know about it ████████████████████████████████ 63 (48.1%)
```

23.5   QMplus news and alert messages (messages that appear on QMplus homepage)

23.5.a   QMplus news and alert messages (messages that appear on QMplus homepage) - If you knew about the communication channel but have not used it select 'chose not to use'. If you did not know the communication channel existed select 'did not know about it'.
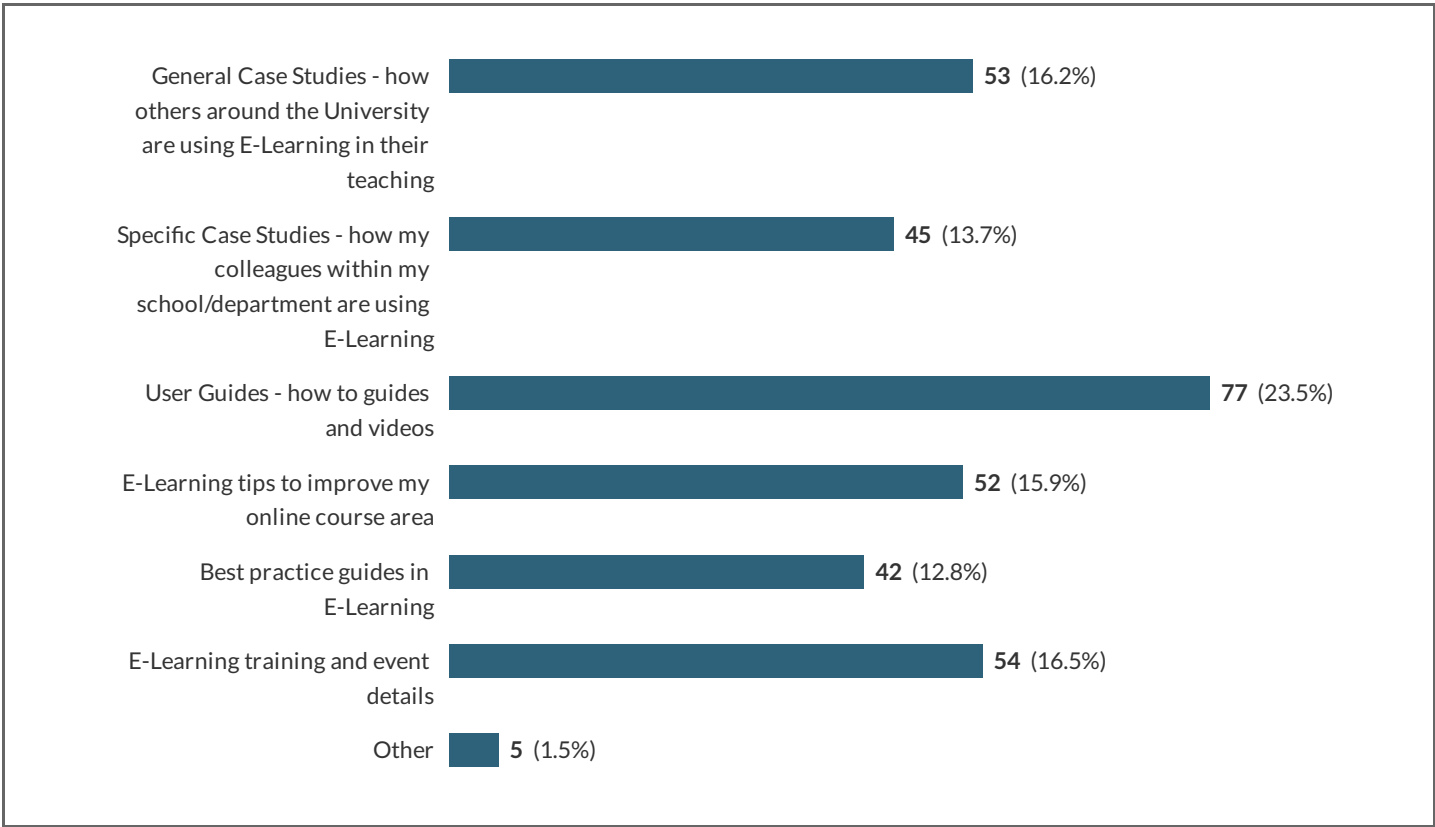
1 = Very Satisfied	**2** (1.5%)
2 = Satisfied	**20** (15.3%)
3 = Slightly Satisfied	**16** (12.2%)
4 = Slightly Dissatisfied	**4** (3.1%)
5 = Dissatisfied	**2** (1.5%)
6 = Very Dissatisfied	**0**
Chose not to use	**15** (11.5%)
Did not know about it	**72** (55%)

23.a What would be your preferred method to receive information about E-Learning?

Regular (monthly) emails from the E-Learning unit	**81** (40.9%)
Via the all staff E-Bulletin	**40** (20.2%)
At staff meetings within my school	**23** (11.6%)
From my school administrator	**11** (5.6%)
On posters around campus	**7** (3.5%)
On leaflets in common areas (such as the Senior Common Room)	**1** (0.5%)
On QMplus	**33** (16.7%)
Other	**2** (1%)

23.a.i If you selected Other, please specify:

Showing all 2 responses	
I am not desparate to recevie information	195294-195287-16059499
E-Learning is not relevant to my work (except as a staff member that has undertaken some training on QMPlus), so I have no opinion on this issue	195294-195287-17272581

24 What kind of information would you like to receive from the E-Learning Unit?

General Case Studies - how others around the University are using E-Learning in their teaching **53** (16.2%)

Specific Case Studies - how my colleagues within my school/department are using E-Learning **45** (13.7%)

User Guides - how to guides and videos **77** (23.5%)

E-Learning tips to improve my online course area **52** (15.9%)

Best practice guides in E-Learning **42** (12.8%)

E-Learning training and event details **54** (16.5%)

Other **5** (1.5%)

24.a If you selected Other, please specify:

Showing all 5 responses	
None in particular, I would just like the essential systems to work reliably and not constantly be changed.	195294-195287-16059499
Overview of changes/improvements when updates and upgrades are introduced.	195294-195287-17249255
E-Learning is not relevant to my work (except as a staff member that has undertaken some training on QMPlus), so I have no opinion on this	195294-195287-17272581
no idea	195294-195287-17276767
Access to help when needed by telephone- I don't want to be bombarded by regular information which I don't have time to engage with.	195294-195287-17332074

---

25 If you are dissatisfied with any aspect of E-Learning at QMUL please can you tell us why.

Showing 5 of 30 responses	
There seems to be a lot of it.	195294-195287-15998538
If MySIS is under this then this is awful and not user friendly in any way at all	195294-195287-16008076
By doing this survey I have realised there is much more to e-learning than I realised - I just feel dissatisfied that I don't know more or how to use it properly. Often it's because we are so busy teaching and running courses that it's easier to stick with what you know which is not ideal.	195294-195287-16008313
The lack of technologists to help turn our ideas into reality. I embrace tech but am limited in the time I can spend learning new technology and putting stuff together.	195294-195287-16012790
I am a million miles of the pace in this area. The large areas of the MBBS course for which I am responsible have no up to date electronic material associated with them. I have no skill set in this domain and my attempts to catch up have been unsuccessful due to my availability and the availability of support. Many of the resources described in this survey are unknown to me.	195294-195287-16059284

26 Please let us know if you have any additional comments.

26.1 QMplus

26.1.a QMplus - Positive Comments

Showing 5 of 11 responses	
Easy to use. Provides information is a reasonable fashion. Has many tools - quizzes, blogs, wikis etc	195294-195287-15999715
Good wide range of activities available	195294-195287-16011621
I am able to access it	195294-195287-16059499
Easy to edit	195294-195287-16665806
Comprehensive	195294-195287-16694287

26.1.b QMplus - Suggestions for improvement

Showing 5 of 14 responses	
Add allocation tool plugin. The useful Label tool could have a better name so its use is more obvious.	195294-195287-15999715
Better control of access/permissions	195294-195287-16011621
Need to make sure that all academics (including those on part time contracts and clinicians off-campus) have access to QMPlus and are supported in its use. I have come across several non-campus staff who didn't have a password access, or didn't know how to use QMplus, although their lectures were/are on the system. If they are remote they will not try hard to access QM services as they have other jobs and the consequence is that students are less well supported.	195294-195287-16059357
Make it easier to navigate and more intuitive	195294-195287-16059499
Search function	195294-195287-16665806

26.2   Q-Review

26.2.a   Q-Review - Positive Comments

Showing all 3 responses	
Works well once it loads.	195294-195287-15999715
n/a	195294-195287-17198523
don't use	195294-195287-17249255

26.2.b   Q-Review - Suggestions for improvement

Showing 5 of 7 responses	
Being able to have a link to Q-Review in a block.	195294-195287-15999715
Quality of audio	195294-195287-16011269
Make it easier for staff to edit and control recordings incl in realtime.	195294-195287-16011621
My colleague and I appear to have been set up with very different access and could not view each other's scheduled activities. This appears to have been resolved but it was very confusing.	195294-195287-16878361
Increase staff's awareness on its potential.	195294-195287-17204238

26.3   E-Learning Support

26.3.a   E-Learning Support - Positive Comments

Showing 5 of 7 responses	
ELU are helpful.	195294-195287-15999715
Direct ELU support is good	195294-195287-16011621
Excellent and helpful workshops	195294-195287-16665806
The online help guides are great - very easy to follow.	195294-195287-16878361
Everytime I have attended a course, spoken to or met a person form e-learning or needed equipment the experience has been great. Really good courses, really helpful staff.	195294-195287-17198523

26.3.b E-Learning Support - Suggestions for improvement

Showing 5 of 7 responses	
Being able to phone a member of ELU team directly without going through the IT Helpdesk.	195294-195287-15999715
The IT helpdesk in general needs improvement as it's very difficult to get resolution via that method	195294-195287-16011621
Make a list of contact names that can give advice and support, so that we know who to go to, wherever we are based. This can be printed on simple A4 as cheaply as possible as a leaflet and distributed around the various campuses. Glossy leaflets tend to get overlooked as commercial adverts so simple Z fold leaflets might get more attention.	195294-195287-16804192
I would like to be able to contact e-learning by phone.	195294-195287-16878361
Increase staff's awareness on its potential.	195294-195287-17204238

26.4 Other

26.4.a Other - Positive Comments

Showing 1 response	
I have answered many of the questions with 'Did not know about this' but this should not be taken as evidence that your communication methods are inadequate. E-learning is not relevant to my work, and so I have no need to use or have information about the majority of e-learning technologies covered by this survey. However, 'Do not use' was not an option on most of the questions.	195294-195287-17272581

26.4.b Other - Suggestions for improvement

No responses