

**WSU Learning Management Survey Results**  
**Summary of Top Ten Findings in Order of Importance**

1. **Ease of Use**

**87.9%** of respondents indicated this item was important/very important

**Comments:** Most respondents agree that ease of use is the most important feature of an LMS and that the current Angel system is very lacking. They want the LMS to be user friendly, neatly organized, easy to navigate, require less steps/fewer clicks, be intuitive and require little to no training. There seems to be a lot of frustration using Angel and some believe such a cumbersome system takes away from the teaching/learning experience and interaction with their students. Some are using other methods such as their own websites, ZUSIS, Dropbox and conventional email. They would like it to be easy to set-up gradebook, be less clumsy to add content, allow for easy back and forth communication on a specific topic, less cumbersome for printing, get in and out quickly and be able to use it on mobile devices.

A small percentage would like to retain Angel as they feel they've invested a lot of time and effort to learn it.

2. **Hosting Files:**

**82.6%** of respondents indicated this item was important/very important

**Comments:** Most respondents feel this is an essential feature of an LMS and that Angel could be improved by allowing for large files to be posted, to have a "batch upload/download" functionality, and for the process to be simplified (i.e. it takes too many steps/clicks). Some find it difficult/confusing in Angel to reorganize the files once they're uploaded. Also, it would be nice to have the new items at the top of the list rather than down at the bottom. There have been browser issues, which have prevented students from viewing media directly within the Angel system and some faculty have not been able to add video files. Other file types are difficult or impossible to upload such as files from math software.

3. **Gradebook Features:**

**70%** of respondents indicated this item was important/very important

**Comments:** While this rates very high on the list of importance, there seems to be a lot of confusion and difficulty setting up gradebook in Angel and many do not trust it to formulate or show the grades accurately. Many instructors continue to use Excel spreadsheets to formulate their student's grades and feel Excel has more flexibility. Some believe the point gradebook system to be awkward and ill-conceived and that Angel doesn't work well for weighted grades or letter grades. Also, Angel doesn't allow instructors to add 'unofficial' students, such as U of I students. Others would like to see integration with ZUSSIS to seamlessly transfer the grades from Angel.

Students like this feature to see how they're doing in real time and compared to other students in the course, to make sure that assignments were received, and to follow up with faculty to get problems resolved quickly.

4. **Communications:**

**66.8%** of respondents indicated this item was important/very important

**Comments:** Faculty like to communicate with students via email but want fewer inboxes to check each day. Some faculty prefer using ZZUSIS to email students and like that it has the student's WSU ID in the system. Also, they believe the ZZUSIS roster is more reliable than the Angel roster. Some like getting notifications in their MS Outlook inbox, while others would prefer not to receive these. For those that like getting the student messages in their MS Outlook inbox, they would like to be able to respond from Outlook without having to log back into Angel. Also, instructors would like to send emails to student's preferred email addresses, but Angel only allows them to send to wsu.edu email addresses. Some suggested improvements include the ability to send blind CCs to their students, which they are not able to do in Angel. Also, the Angel email feature does not have automatic spell check and it doesn't truncate the lines to fit the window. There have also been issues with getting attachments to work.

Another suggestion is to improve the discussion forum so you have the ability to subscribe to specific threads within a discussion and not just the entire forum. Additionally, an interface with social media would be helpful as that's where the students are.

5. **Assignment Drop Boxes:**

**63.6%** of respondents indicated this item was important/very important

**Comments:** Some advantages of assignment drop boxes are that it saves paper, students don't have to read their instructors handwriting, and assignments can be graded from anywhere. But some have found it difficult to set up and coordinate with gradebook in Angel. Others find it troubling that Angel has too many restrictions on the types of uploaded files it supports and the limit on file size, which is often inadequate. Math students have a problem uploading pictures of their handwritten assignments. Other problems with Angel's drop box is that it takes too many steps/clicks. Other comments are that it would be nice to have a plagiarism detection capability. Several commented that they prefer using Dropbox.com to the Angel version.

6. **Course Roster:**

**61.8%** of respondents indicated this item was important/very important

**Comments:** Some of the negative comments about the course roster in Angel are that it's not as accurate/doesn't match the roster in ZZUSIS, you can't print out a grading roster from Angel, not very easy to use so would rather use an Excel spreadsheet, it doesn't work on all browsers, it's problematic to add people to the roster, would like to access roster on mobile devices, would like it to incorporate student photos, can't add TA or another instructor to share roster and collaborate. However, a few thought the course roster was a strength of Angel and that it was easy to use.

7. **Ease and fidelity of conversion of an existing Angel course into a new LMS platform:**

**46.2%** of respondents indicated this item was important/very important

**Comments:** Respondents are concerned about changing over to a new platform again and feel it's very important for conversion to be very straightforward and timely. Also, it would be beneficial for the two systems to have the ability to talk back and forth until everyone is transitioned over. Some respondents would prefer not to transition to a new LMS platform as it just takes too much time to

learn and they are already totally swamped. Others have to totally rebuild their courses each year already with Angel, so don't feel they have that much data, if any, to convert. And others believe that Angel is so problematic that it's best just to start from scratch. A very small minority believe that Angel is working just fine and that transferring to a new system could only bring problems.

8. **Link to external web site:**

**46.2%** of respondents indicated this item was important/very important

**Comments:** While seen as an important feature for an LMS, links seem to be problematic with Angel. When links are opened within Angel they are harder to see and use compared to opening a link in a new browser tab. Links do not always work within Angel. Sometimes different browsers don't allow student to play video streams. When copying course content from one semester to the next, links do not always copy over well. Many post their links on Powerpoint slides or on PDF documents rather than posting directly within Angel.

9. **Blended Learning:**

**43.7%** of respondents indicated this item was important/very important

**Comments:** Many use an online delivery system for course materials, exams and quizzes in conjunction with face-to-face learning activities, so this feature is important. However, some faculty fear students nearly universally use online content as an excuse not to consume required reading materials. While others believe students do not pay attention to the online material if they are in an in-class course. Some faculty members like to create their own website for blended learning. Others only use Angel for online courses. Students like the opportunity of viewing lectures online with Angel in case they missed something in class, to take exams and quizzes, and to submit assignments.

10. **Custom Pages:**

**41.6%** of respondents indicated this item was important/very important

**Comments:** Some respondents like to customize their pages and many stated they would do more customization if it were easy to do and providing they don't need to use HTML to accomplish it. Several replied that it was important to include audio, video and images in the customization and they would like to have flexibility in layout and appearance. A smaller number of respondents said they want the pages to look really simple and uniform for everyone. And there were a couple of negative comments about the white background with Angel because it's hard on the eyes, so they would like the ability to change that. A few respondents would just not take the time involved to create custom pages.