



2012 Survey of Technology Enhanced Learning questionnaire

This is the sixth in a series of surveys carried out by UCISA looking at what, over time, have variously been described as VLEs, eLearning, MLEs and now *technology enhanced learning* tools.

The term *technology enhanced learning* refers to any online facility or system that directly supports learning and teaching. This may include a formal VLE, eAssessment or ePortfolio software tool, or any Web 2.0 tools. This includes any system that has been developed in-house, as well as commercial or open source tools.

The survey is being carried out online – the request for completion has been circulated to members of the Heads of e-Learning Forum. This PDF file of the survey questions has been provided to allow the questions to be viewed by lead respondents or by their colleagues consulted in order to provide responses before the survey is completed. Please consult as widely as you need to in order to complete the questionnaire, coordinating replies to enable an institution wide perspective to be gathered. Please note that the questions may appear differently on the online version (although the wording will be the same) and that you may not see all the questions listed here depending on the selections you make.

The survey will ask you to enter your institution name and will then ask for the contact details of the lead contact to be entered. You may save the survey at any point and return to the start of any one of the six sections.

If you have any questions, please contact the UCISA Office via email at admin@ucisa.ac.uk.

Thank you for your help with this project.

Section 1: Factors encouraging development of technology enhanced learning

This first section of the questionnaire looks at the factors that promote the development of technology enhanced learning in your institution.

1.1 Listed below are possible *driving factors* for developing technology enhanced learning and the processes that promote it. How important, if at all, have each of these been in *your institution* to date?

Please rate the importance of all the factors by scoring them as follows:

X = Not relevant at my institution

1 = Not at all important

2 = Not very important

3 = Fairly important

4 = Very important

Enhancing the quality of learning and teaching in general	
Improving access to learning for part-time students	
Improving access to learning for students off campus	
Improving access to learning for distance learners	
Improving access to learning for overseas students	
Keeping abreast of educational developments	
Attracting home students	
Attracting EU students	
Attracting international (outside EU) students	
Attracting new markets	
Widening participation/inclusiveness	
Meeting the requirements of Equality Act (2010) and Disability Discrimination Act (2005)	
Addressing work based learning – the employer/workforce development agenda	
Creating or improving competitive advantage	
Meeting student expectations	
To help create a common user experience	
Assisting the institutional view regarding learning styles	
To help support joint/collaborative course developments with other institutions	
Formation of other partnerships with external institutions/organisations	
Developing a wider regional, national or international role for your institution	
Achieving cost/efficiency savings	
Improving administrative processes	

1.2 **Are there any other *driving factors* in your institution that are *not* in the above list?**

Please comment

1.3 **Listed below are possible factors that *encourage* the development of technology enhanced learning and processes that promote it. How important, if at all, have each of these been in your institution to date?**

Please rate the importance of all the factors by scoring them as follows:

X = Not relevant at my institution

1 = Not at all important

2 = Not very important

3 = Fairly important

4 = Very important

Availability of <i>external</i> project funding (e.g. JISC, HEFCE)	
Availability of <i>internal</i> project funding	
Availability of committed local <i>champions</i>	
Availability of relevant standards	
Availability and access to tools across the institution	
Technological changes/developments	
Central university senior management support	
School/departmental senior management support	
Availability of technology enhanced learning support staff	

1.4 **Are there any *other* factors in your institution that encourage the development of technology enhanced learning and processes that promote it?**

Please comment

Section 2: Strategic questions

This section is concerned with internal and external strategies that may have influenced the development of technology enhanced learning in your institution.

2.1 Which, if any, *institutional strategies*, inform the development of technology enhanced learning in your institution?

Please tick *all* that apply

Teaching, Learning and Assessment strategy	
Library/Learning Resources strategy	
Corporate strategy	
Estates strategy	
Marketing strategy	
Digital Media strategy	
Student Learning experience strategy	
Mobile Learning strategy	
Access/Widening Participation strategy	
Quality Enhancement strategy	
Information and Learning Technology (ILT) strategy	
Technology Enhanced Learning or ELearning strategy	
EStrategy	
Distance Learning strategy	
Information and Communication Technology (ICT) strategy	
Information strategy	
Communications strategy	
Human Resources strategy	
Other institutional strategy – please comment:	

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Not considered in any institutional strategy documents	
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2.2 **Which, if any, external strategy documents inform the development of technology enhanced learning in your institution?**

Please tick *all* that apply

DfES eLearning strategy (2005)	
HEFCE eLearning strategy (2005 and 2009)	
<i>Other</i> HEFCE strategy documents	
Joint Scottish Funding Councils eLearning Report	
JISC strategies	
Enhancing Learning and Teaching through Technology: refreshing the HEFCW strategy 2011	
Strategies from professional bodies or agencies	
Department for Employment and Learning Northern Ireland (DELNI)	
Other external strategy – please comment:	

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No external strategy documents inform development	
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2.3 **Which, if any, external reports or documents inform the development of technology enhanced learning in your institution?**

Please tick *all* that apply

Leitch Review of Skills (2006)	
Sir Ron Cooke’s submission to DIUS: On-line Innovation in HE (2008)	
JISCinfoNET: Exploring Tangible Benefits of eLearning (2008)	
<i>Effective Practice in a Digital Age</i> (JISC; 2009)	
<i>HE in a Web 2.0 World</i> (JISC; 2009)	
Online Learning Task Force’s Study of UK online learning (2010)	
NUS’s Student Perspectives on Technology report (2010)	
HEFCE’s Strategy Statement: Opportunity, choice and excellence in higher education (2011)	
HEFCE’s <i>Collaborate to Compete</i> paper (2011)	
JISCinfoNET: Emerging Practice in a Digital Age (2011)	
Other external reports or documents – please comment	

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No external reports or documents inform development	
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2.4 **To what extent, if at all, do any internal or external strategies on the development of technology enhanced learning influence the implementation of the various tools in practice?**

Strategies have a great influence on implementation	
Strategies influence implementation	
Strategies have limited influence on implementation	
Strategies have no influence on implementation	

2.5 **What institutional policies, if any, link strategy and implementation of technology enhanced learning tools? For example, VLE usage guidelines, faculty or school based teaching and learning policies on usage of technology and online provision.**

Please comment

There are no institutional policies that link strategy and implementation

2.6 **How is the adoption and use of technology enhanced learning tools *enabled* within your institution?**

Please tick *all* that apply

Providing support and training to academic staff	
Delivery of PGCert programme for academic staff	
Delivery of other forms of accredited training for academic staff	
Allowing academic staff development time	
Allowing support staff development time	
Contractual obligation/part of job specification for academic staff	
Other – please comment	

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Adoption and use of technology enhanced learning tools not enabled as such	
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Please comment why:

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Section 3: Technology enhanced learning *currently* in use

This section is concerned with details of technology enhanced learning that is currently taking place in your institution. As explained at the beginning, the term *technology enhanced learning* refers to any online facility or system that directly supports learning and teaching. This may include a formal VLE, eAssessment or ePortfolio software tool, or any Web 2.0 tools. This includes any system that has been developed in-house, as well as commercial or open source tools.

3.1 What VLE(s), if any, is *currently* used in your institution?

Please tick *all* VLEs in use across your institution (including departmental VLEs) and, if more than one, tick the *main* VLE in use in the second column

Commercial products		
	All	Main
Blackboard (Angel)		
Blackboard Classic		
Blackboard Learn 9.X		
Blackboard (WebCT)		
Desire2Learn		
FirstClass		
Pearson eCollege		
Sharepoint		
Other <i>commercial</i> VLE – please comment		

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 Commercial intranet based product – please comment:

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Open Source		
Bodington		
Moodle		
Sakai		
Other open source – please write in		

Other		
Other VLE – developed <i>in-house</i>		
Other intranet based – developed <i>in-house</i>		

Please provide details of the 'other' VLE:

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No VLE currently in use in the institution – why is there no VLE?		
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3.2 **Thinking about the (main) VLE in use, is it locally managed or hosted by a third party?**

Locally managed	
Hosted by a third party	

3.3 **Have you undertaken a review of the (main) institutional VLE in the *last two years*? This can include upgrading an existing product (e.g. moving from Blackboard Classic to Blackboard Learn) or changing product.**

Please tick *one* only

Yes		→ Go to 3.4
No		→ Go to 3.6

3.4 **What prompted the review?**

Please write in

3.5 **What was the outcome, or likely outcome, of the review? What product did you switch from and to, or did you decide to continue with the same product?**

Please write in

3.6 **Are you planning to undertake a review of the (main) institutional VLE in *next two years*?**

Please tick *one* only

Planning a review in the next year		→ Go to 3.7
Planning a review in the next two years		→ Go to 3.7
Not planning a review in the next two years		→ Go to 3.8

3.7 **What has prompted the review?**

Please write in

3.8 **Are there *departments* within your institution using a VLE in addition to the *main* centrally provided VLE?**

Yes		→ Go to 3.9
No		→ Go to 3.10

3.9 **What is the context for this localised provision?**

Please tick all that apply

A case has been made for the departmental VLE based on pedagogical reasons (e.g. the central VLE does not provide specialist functionality required for the department's students)	
A case has been made for the departmental VLE based on commercial reasons (e.g. the department has a contract with an external provider for the delivery of teaching content specifying use of this VLE)	
The institution has a devolved management structure that permits departments to deploy their own software	
The Departmental VLE predates introduction of institutional VLE	
Other context – please comment	

3.10 **Which, if any, centrally supported technology enhanced learning software tools are used by students in your institution?**

Please tick *all* that are used, and write in the package or software used for each

	Use? Tick all	Package or software used – please comment
Blog		
eAssessment tool (eg quizzes)		
ePortfolio		
eSubmission tool (assignments)		
Document sharing tool (e.g. Google Docs, Sharepoint)		
Lecture capture tools		
Content management systems		
Plagiarism detection tool		
Podcasting		
Social bookmarking		
Social networking		
Wiki		
Other software tool – please comment:		

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None used	
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3.11 **And which, if any, technology enhanced learning tools that are used by students are *not* centrally supported? For example, those used by particular departments or even individuals.**

Please tick *all* that apply, and write in the package or software used for each

	Use? Tick all	Package or software used – please comment
Blog		
eAssessment tool (eg. quizzes)		
ePortfolio		
eSubmission tool (assignments)		
Document sharing tool (e.g. Google Docs, Sharepoint)		
Lecture capture tools		
Plagiarism detection tool		
Podcasting		
Social bookmarking		
Social networking		
Virtual Learning Environment (VLE)		
Wiki		
Other software tool – please comment		

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None used	
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- 3.12 **Approximately what proportion of all modules or units of study in the technology enhanced learning environment in use in your institution fall into each of the following categories?** Please enter a percentage figure in *each* of the categories below, using an estimate if needed

%

<i>Web supplemented</i> , online participation is optional for the student	
<i>Web dependent</i> , participation required through interaction with content	
<i>Web dependent</i> , participation required through communication with staff/students	
<i>Web dependent</i> , participation required through interaction with content and communication	
<i>Fully online</i> module	

- 3.13 **Are there any particular subject areas that make *more extensive* use of technology enhanced learning tools than your institutional norm?** Please provide details of *up to three* subject areas and explain in what way they make more use of technology enhanced learning tools and why you think that this is so.

Subject area	Extent of use and reasons

- 3.14 **Are there any particular subject areas that make *less extensive* use of technology enhanced learning tools than your institutional norm?**
Please provide details of *up to three* subject areas and explain in what way they make less use of technology enhanced learning tools and why you think that this is so.

Subject area	Extent of use and reasons

- 3.15 **In what ways, if any, have you sought to raise awareness amongst staff of the benefits of using technology enhanced learning tools, engaging them in greater use of technology in their teaching and assessment practices?**
Please comment

Have not sought to raise awareness among staff	
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3.16 **Approximately, what proportion of courses within your institution use each of the following technology enhanced learning tools?**

Please tick one option for each to show how widespread each is

	100%	75% - 99%	50% - 74%	25% - 49%	1% - 24%	0%	Don't
Summative eAssessment (e.g. defined response tests as part of course delivery)							
Formative eAssessment (e.g. quizzes as part of course delivery)							
ePortfolio/PDP/progress files							
Peer assessment tools							
<i>Synchronous</i> Collaborative tools (virtual classroom)							
<i>Asynchronous</i> collaborative working tools (discussion forums, blogs, wikis)							
Document sharing tools (e.g. Google documents)							
Online student presentations (individual and group)							
Assignment submission							
Plagiarism detection software							
Audio/Video Lecture recordings							
Simulations and games							
Voice based tools (e.g. voice emails, Skype)							
Access to external web based resources or digital repositories							
Podcasting							
Other – please comment:							

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3.17 **Which of the following types of services, if any, have been optimised by your institution to be *accessible via mobile devices* beyond standard web based access?**

Please tick *all* that apply

Access to course announcements	
Access to course materials and learning resources	
Access to communication tools (e.g. discussion boards, blogs and wikis)	
Access to lecture recordings and videos	
Access to library services	
Access to timetabling information	
Access to personal calendars	
Access to grades	
Access to email	
Other – please comment	

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Services have not been optimised		→ GO TO 3.20
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3.18 **Are these services available to all students across the institution or restricted to a specific school or department?**

All students across the institution	
Restricted to a specific school or department	

3.19 **For which types of devices does the institution provide active user (staff and student) support to connect to these services?**

Please tick *all* that apply

iPad and iPhone	
Android devices	
Blackberry devices	
Other – please comment:	

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Don't know	
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3.20 **Please use the grid below to indicate which systems are *linked* (i.e. some form of data flow is supported between the systems) within your institution.**

Please indicate each linkage that has been set up by placing a tick in the appropriate cell.

	VLE	Online payments	HR	Registration and enrolment	Library	Student records	EPortfolio	EAssessment system	Lecture capture	Content Management System	Media server	Portal	Other#
VLE													
Online payments													
HR													
Registration and enrolment													
Library													
Student records													
ePortfolio													
EAssessment system													
Lecture capture system													
Content Management System													
Media Server													
Portal													
Other#													

If *other* systems are linked, please provide details below:

3.21 **Have you evaluated the impact of technology enhanced learning tools and systems on the *student learning experience*?**

Yes		→ GO TO 3.22
No		→ GO TO 3.23

3.22 **Please provide details of how the impact has been measured, when and by whom.**

3.23 **Have you evaluated the impact of technology enhanced learning tools and systems on *pedagogic practices*?**

Yes		→ GO TO 3.24
No		→ GO TO 3.25

3.24 **Please provide details of how the impact has been measured, when and by whom.**

- To be answered if a positive response is given to either questions 3.21 or 3.23.
- 3.25 **And what have these evaluations revealed? Please describe the broad conclusions from the evaluations and, if any have been published, provide the appropriate references or links.**

Staff types for 4.2:

A = Learning
technologists

B = IT support

C = Administrative

D = Academic staff

E = Other staff

4.4 **What changes in staffing provision, if any, have been made over the last two years due to budgetary pressures?**
Please comment

Have not been any changes in staffing provision

4.5 **Do you foresee changes in the staffing provision in supporting staff and students in their use of technology enhanced learning tools in the near future?**
Please comment

Do not foresee any changes in staffing provision

4.6 **Which, if any, training and development activities are promoted to support staff who help others in the use of technology enhanced learning tools? Please include both face to face and online activities.**
Please tick *all* that apply

Regional seminars	<input type="checkbox"/>
External training courses	<input type="checkbox"/>
Internal staff development	<input type="checkbox"/>
National conferences/seminars	<input type="checkbox"/>
International conferences/seminars	<input type="checkbox"/>
RSC (Regional Support Centre) events	<input type="checkbox"/>
ALT (Association for Learning Technology) events	<input type="checkbox"/>
UCISA (Universities and Colleges Information Systems Association) events	<input type="checkbox"/>
HEA (Higher Education Academy) subject centre events	<input type="checkbox"/>
HEA events	<input type="checkbox"/>
CMALT Professional accreditation	<input type="checkbox"/>
HEA Professional accreditation	<input type="checkbox"/>
Other – please comment	<input type="checkbox"/>

.....

None are promoted

4.7 **What changes in provision for training and development activities, if any, have been made over the last two years due to budgetary pressures?**
Please comment

Have not been any changes in staff training and development activities

4.8 Do you foresee changes in the provision of staff training and development activities in support of technology enhanced learning tools in the near future?

Please comment

Do not foresee any changes in staff training and development activities	
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4.9 Which, if any, of the following groups of *students* receive more focused or specialised support and training in the use of technology enhanced learning tools?

Please tick *all* that apply

Students with special needs	
Distance learners	
Off campus learners	
Part time learners	
Other group – please comment	

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None of above groups receive more focused or specialised support		→ Go to 5.1
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4.10 Who provides the more focused or specialised support?

Please comment

4.11 And is this support centrally or locally provided?

Centrally provided	
Locally provided	
Other arrangement – please comment:	

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4.12 And to what extent is this help and support available across the institution?

Available institution wide	
Available across most, but not all, of the institution	
Available across large parts of the institution	
Available across some parts of the institution	
Only available in very localised parts of the institution	

Section 5: Looking to the future

This section is concerned with new and emerging trends in the use of technology enhanced learning tools.

5.1 Listed below are potential *barriers* to any (further) development of processes to promote and support technology enhanced learning tools. What, in your opinion, might be the barriers in *your institution* over the coming years?

Please rate the importance of all the barriers by scoring them as follows:

X = This barrier does not exist at my institution

1 = Not at all important

2 = Not very important

3 = Fairly important

4 = Very important

Lack of time	
Lack of money (e.g. funding to support development)	
Lack of incentives	
Lack of academic staff <i>knowledge</i>	
Lack of academic staff <i>development opportunities</i>	
Lack of academic staff <i>commitment</i>	
Lack of recognition for career development	
Lack of support staff	
Organisational structure	
Changing administrative processes	
Institutional culture	
Departmental/school culture	
Lack of strategy and leadership	
Inappropriate policies and procedures	
Technical problems	
Too <i>man</i> /diffuse/diverse standards and guidelines	
Too <i>few</i> standards and guidelines	
Lack of student engagement	
Other – please comment and score:	
.....	

5.2 **Does your institution currently outsource or is it formally considering the outsourcing of some or all of your *support* for any of the following? *Support* refers to outsourcing support for an institutionally managed/hosted service (e.g. support desk service for VLE)**

Please tick *all* that apply

	Currently outsource		Considering outsourcing	
	Normal hours (9am-5pm)	Out of hours	Normal hours (9am-5pm)	Out of hours
VLE				
Student email				
Staff email				
Digital repositories				
ePortfolio				
Open education resources				
Other – please comment:				

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Don't know				
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5.3 **Does your institution currently outsource or is it formally considering the outsourcing of some or all of your *provision* for any of the following? *Provision* refers to an institutional service being hosted by another organisation.**

Please tick *all* that apply

	Currently outsource		Considering outsourcing	
	Normal hours (9am-5pm)	Out of hours	Normal hours (9am-5pm)	Out of hours
VLE				
Student email				
Staff email				
Digital repositories				
ePortfolio				
Open education resources				
Other – please comment:				

.....

Don't know				
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5.4 **Has your institution formally considered *collaboration with other HE institutions* in the delivery of technology enhanced learning services or resources to staff?**

Please tick *one* only

Yes, and do collaborate as a result – please provide brief details:	
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Yes, did consider but decided <i>not</i> to collaborate	
No, have not considered	

5.5 **What, if any, recent and prospective developments in technology are starting to make new demands upon you in terms of the support required by users?** Please provide details of up to three developments – those you think are most important

Development A:

Development B:

Development C:

There are no developments making new demands		→ Go to 6.1
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5.6 **And what challenges do you see these developments posing over the next two to three years in terms of the support that will be required for staff and students?** Please provide details of up to three challenges – those you think are most important

Challenge A:

Challenge B:

Challenge C:

There are no challenges		→ Go to 6.1
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5.5 **And, in general, how do you see these challenges being overcome?**
Please write in

Challenge A:

Challenge B:

Challenge C:

Section 6: about yourself

6.1 **Did you consult with anyone else to help complete the questionnaire?**

Please provide the job titles of the individuals concerned and the sections you spoke to them about

6.2 **Would you be willing to be contacted again to help in this study? For example, we may want to ask you for clarification or expansion on some of your answers. Alternatively, we may ask some institutions additional questions dependent upon the findings that come out of the survey. We will also be conducting interviews to provide illustrative case studies with a small number of institutions.**

Please tick all that apply

Yes – willing to clarify answers	<input type="checkbox"/>
Yes – willing to answer extra questions	<input type="checkbox"/>
Yes – willing to be a case study site	<input type="checkbox"/>
Not sure – it depends, but by all means contact me to discuss	<input type="checkbox"/>
No – would rather not be contacted again	<input type="checkbox"/>