

The Perception and Satisfaction on Using Blackboard Ultra:

Student Perspectives

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Executive Summary

Overview

A survey for students on the perceptions and experiences with Blackboard Ultra was conducted in spring 2024 during the months of February and March. All students enrolled in courses during spring 2024 (presumably enrolled in fall 2023) were asked to participate in the survey to reflect their experience with Blackboard Ultra. The survey was sent out via targeted announcement on WP Connect and Blackboard Announcements by invitation. The survey was administered through an online platform, Qualtrics. Participation in the study was voluntary and respondents were assured of confidentiality regarding their participation and responses. The purpose of the survey was to collect perceptions and experiences with Blackboard Ultra in four aspects: satisfaction, use, impact, and support.

The survey was developed by Center for Teaching with Technology (CTT) based on the survey implemented in previous faculty and student satisfaction survey results on Blackboard Ultra. The draft survey questions were reviewed and updated by Faculty Senate Technology Council and Technology Across the Curriculum Committee (TAC).

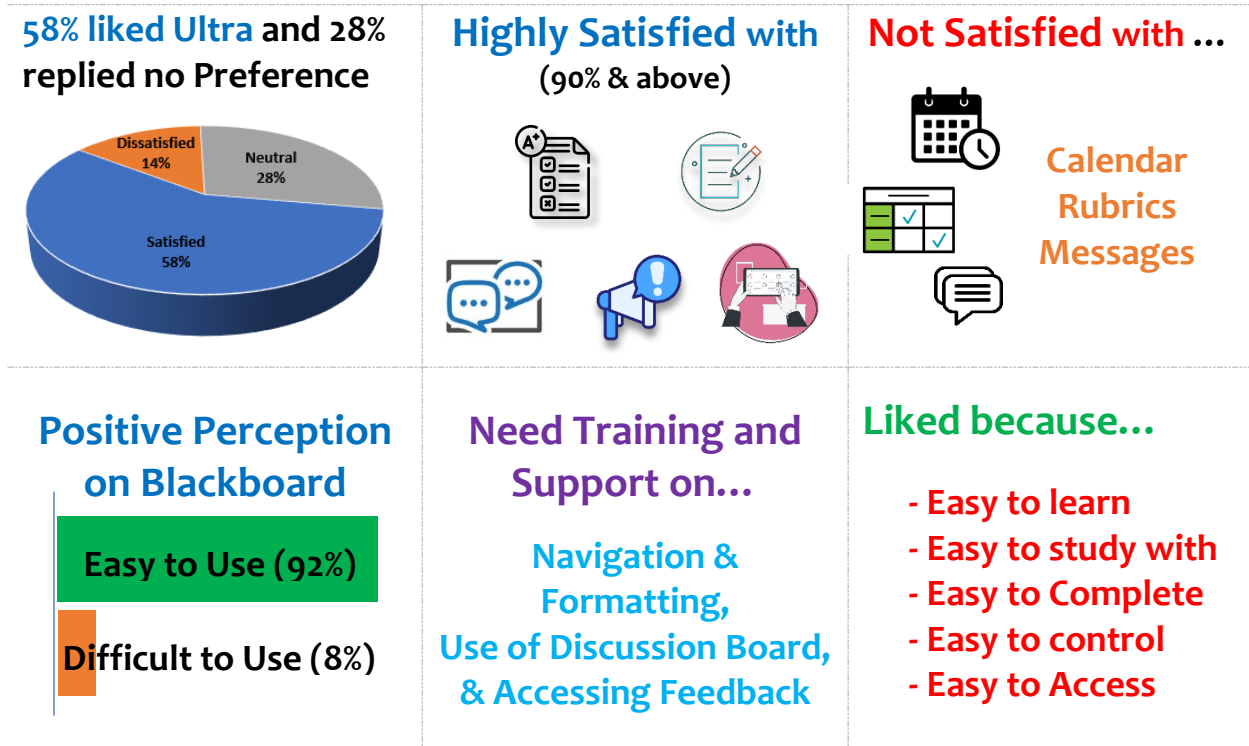
The Faculty Senate Technology Council is a governance body elected by the faculty which has the responsibility to identify the technological needs of faculty, recommend technology policies and initiatives based on curricular and scholarship needs, participate in the University's technological policy-making and planning, and liaise with technology administrators on policy, curricular, and scholarship issues.

Technology Across the Curriculum (TAC) is a collaborative effort of faculty, the Library, and Instruction & Research Technology. TAC recommends technological resources and strategies to the university community in order to promote and support student success, educational excellence, and professional development.

The Center for Teaching with Technology (CTT) collaborates with faculty to enhance teaching with pedagogical best practices and emerging technologies in pursuing excellence and innovation in teaching and learning at WPU.

Students were asked to rate the importance of and satisfaction on Blackboard Ultra using a five-point, Likert-type scale consisting of 13 categories of both quantitative and qualitative questions for students. A total of 1104 (11.71%) students completed the survey.

Highlights of Finding



Overall student satisfaction with Blackboard Ultra was divided. 58% of student respondents reported that they were satisfied or extremely satisfied, while only 14% showed their dissatisfaction. About 28% of students replied no preference.

Top rated features were Gradebook, creating/publishing Content, and Assignments. They were also satisfied with Discussion board display and announcements with the average of 91%. In addition, students were satisfied with the following features: rubrics, taking online tests/quizzes, and messages with the average rating of 86%. Lowest rated features were Journals, Groups, and messages with the satisfaction average of 62%. In general, students were satisfied with all of the features on Blackboard Ultra.

A significant portion of students expressed frustration with Blackboard Ultra's usability and functionality. Many cited difficulties in navigation and formatting, especially when using discussion boards or accessing feedback on assignments.

Students reflected both positive and negative experiences. Some students commended Blackboard Ultra for its efficiency in assignment tracking and found it user-friendly, noting its intuitive navigation and straightforward assignment submission process. However, many students expressed frustration with Blackboard Ultra's usability and functionality. They cited difficulties in navigation and formatting, especially when using discussion boards or accessing feedback on assignments.

Results

The survey revealed both positive and negative experiences among students with Blackboard Ultra. The following summarized the students' experience in four categories: Satisfaction, Use, Impact, and Support.

Satisfaction: Students were generally highly satisfied with Blackboard Ultra. Overall satisfaction rate was high with average of 90%, reporting being satisfied or extremely satisfied. Most of the Blackboard Ultra features were well received by students. Their highest pick was gradebook with 93.83%, followed by content, assignments, announcements, and discussions with average of 91%. Students also reported that rubrics, taking online quizzes/tests and messages with the average of 86%. Some of the areas of moderately satisfaction included the calendar (66%), groups (65%), and journals (54%).

Use: The majority of students found Blackboard Ultra was easy to use, with 91.88% rating it as very easy and 35.77% as moderately easy. Laptops (42.87%) were the most commonly used devices to access Blackboard Ultra, followed by mobile phones with the Blackboard app (18.61%). Despite the overall ease of use, some students (8.11%) still faced difficulties utilizing the system. A majority of students reported that they had no issues using Blackboard Ultra (71.49%), while 28.51% of students had some issues. They reported frustration with Blackboard Ultra's performance, such as slow loading times, buffering screens, and frequent crashes, especially when accessing assignments.

Impact: Using Blackboard Ultra had a positive impact on various aspects of students' learning experiences. It was received well with accessing learning materials (4.52), studying for exams (4.47), completing course assignments (4.58), and managing time efficiently (4.44).

Support: While a significant portion of students (66.04%) found the online help feature useful, only a minority (4.99%) perceived Blackboard's online help as not at all useful. A significant number of students reported that they did not use the feature at all. This suggested room for improvement in the online support resources and increasing awareness of their availability to better assist students in using Blackboard Ultra effectively.

Generally, satisfaction with Blackboard Ultra was high, though survey results also indicated that CTT needed to continue to work with faculty to help students expand and deepen their use of features in Blackboard Ultra to increase engagement and maximize efficiency.

INTRODUCTION

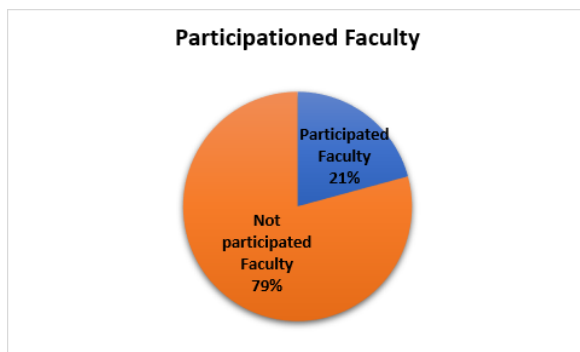
In September 2023, Blackboard migration migrated to the Ultra from the Original. The students who enrolled courses during the fall 2023 semester were received a customized link to an electronic survey (using Qualtrics software) via email to their university email addresses. The students were invited to voluntarily participate in the survey for data collection. On February 12th, the invitation was sent out and on February 21st, the follow-up reminder was delivered via Blackboard Institution page. The survey was closed on March 15, 2024, at 10:00 am (EDT).

The survey included close-ended and open-ended questions related to the students' experiences with Blackboard Learn Ultra and their perceptions of its quality and utility. The survey took approximately 5 minutes to complete. No individual received compensation for participating in the survey. Respondents could skip any items on the survey and could terminate their participation at any time. See Appendix A, Student Survey: Blackboard Ultra Survey Fall 2023, for a copy of the survey questions.

All survey responses were confidential and were reported in the aggregate. Individual comments were not reported with any combination of demographics that allowed for identification of individuals.

PARTICIPATED STUDENTS

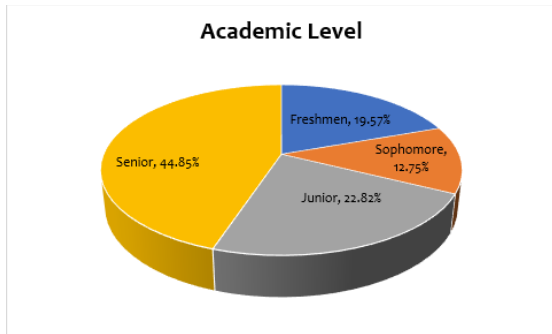
A total of 1104 (11.71%) out of 9546¹ students completed the survey.



ACADEMIC LEVELS

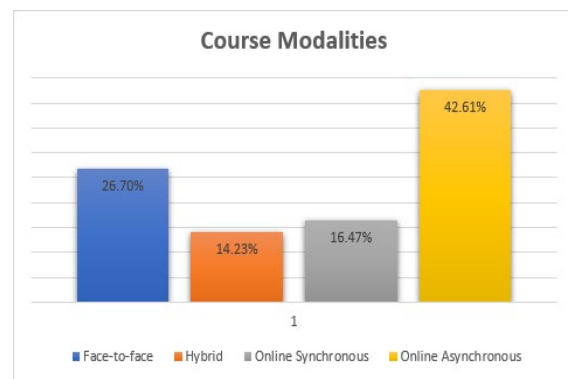
The largest number of the students was seniors (44.85%) followed by juniors (22.82%). Meanwhile, freshmen accounted for 19.57% of students and sophomores constitutes 12.75%.

¹ Statistics data from <https://www.wpunj.edu/institutional-effectiveness/FACTBOOKS/factbooks.html>



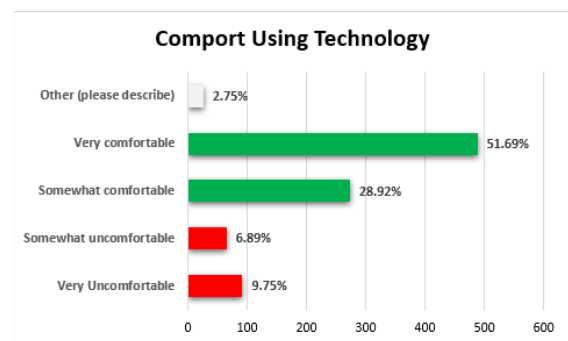
COURSE MODALITIES

The distribution of course modalities showed that a significant portion of courses (42.61%) were the online asynchronous courses, where students engaged with course materials and completed activities at their own pace, without real-time interaction with instructors. Face-to-face courses represented 26.70%. Online synchronous courses, which involved real-time interaction between instructors and students, accounted for 16.47%. The smallest proportion, constituting 14.23% was attributed to hybrid courses.



LEVEL OF COMFORT IN USING TECHNOLOGY

The students generally expressed a high level of comfort with using various types of technology accessing Blackboard Ultra for their coursework, with a mean score of 3.31 on a scale of 1 to 5. Specifically, 51.69% of students reported feeling very comfortable, while an additional 28.92% indicated feeling somewhat comfortable. On the other end of the spectrum, only 9.75% reported feeling very uncomfortable, and 6.89% expressed some discomfort.



A small percentage of students, constituting 2.75%, selected "Other," suggesting that they had specific reasons for not aligning with the provided categories. The reasons they responded were:

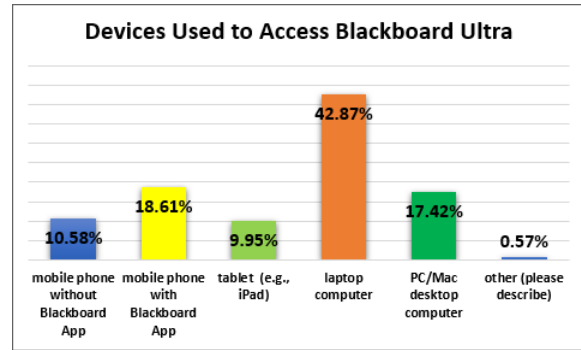
- *I am comfortable with it but it is very annoying to use and uninituitive*
- *So useless. Duo is the bane of my existence and your website sucks!! Technology at WP makes learning more difficult*

- Invest in uniformity of platforms, do not go by what is cheapest. Use technology that will simplify the process, changing to different technology is frustrating.
- Graduate Student completely remote Somewhat comfortable - I wish there was I way to talk in person occasionally
- It's very annoying, and doesn't tell when things are due
- I'm used to google classroom because of highschool. This Blackboard doesn't make a lot of sense
- The platform is very confusing
- Sometimes links in blackboard posted for classes don't work. especially links for discussion posts or infographics.
- Graduate student completely online
- I wish we got notifications directly from blackboard rather than from outlook.
- This has to be the worst program. I keep missing assignments mainly because half the time it is not displayed right
- I am used to synchronous online classes, and face to face, so to me it feels like to doing all the work on my own. It was hard for me at the beginning, but I am feeling a little better now.
- Comfortable
- Anthology is not very user friendly and hard to navigate, otherwise everything else is easy to use.
- Spring 2023 Blackboard was better
- there have been times when I have been unable to get my assignments to convert or load properly, so I had to take pictures and send in the picture instead of a PDF.
- When I post a response, the app. removes formatting. It removed Italics from reference, and I got decreased grade!
- There are too many tabs to open, and it is difficult to locate coursework, assignments, and announcements
- Please go back to older version, It is a lot smoother.
- Blackboard Ultra took away my Due dates box on the right side of the screen under courses. Now, there is a different section, the activity stream, where you must navigate through a blend of all courses to read due dates, making it more time-consuming and difficult. This kills my momentum. I do not like it.
- Blackboard is very unorganized with it's new update it's so difficult to find files and materials in my class.
- uncomfortable at first then from repetition it gets comfortable.
- For the most part I am very comfortable with the technology. I have also experienced some that may not have been implemented correctly or were limited.
- I am what I have been told is a "non-traditional" student. Having just turned 76yoa I suppose that is true and have never been overly comfortable with online classes, but have gotten by with the help of my wife who is the 'techie' in our relationship!

DEVICES USED TO ACCESS BLACKBOARD ULTRA

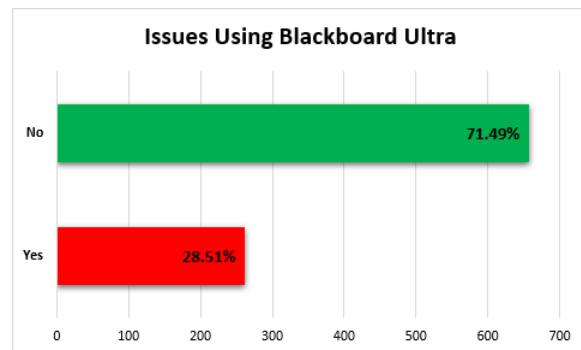
The students were asked which devices used to access Blackboard Ultra. Among the options provided, laptop computers (42.87%) were the most commonly used. Following behind were mobile phones with the Blackboard (18.61%) app, and PC/Mac desktop (17.42%). Tablets, such as iPads, were

utilized by 9.95%, while mobile phones without the Blackboard app were used by 10.58% of students. A small number of students (0.57%) selected "other," suggesting the use of less common devices not listed in the survey options. The data highlighted the diverse range of devices employed by students to access Blackboard that showed the importance of platform compatibility across various technologies.



ISSUES USING BLACKBOARD ULTRA

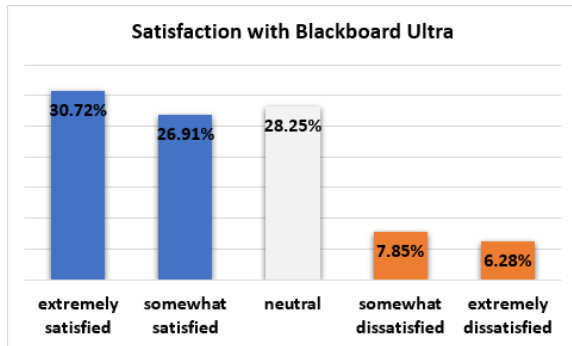
The students were asked if they faced any issues while using Blackboard Ultra. 28.51% of students reported that they had some issues, while the majority (71.49%) did not encounter any problems. This indicated that while a notable portion of students experienced difficulties, a significant majority reported a smooth experience with Blackboard Ultra.



However, students expressed frustration with Blackboard Ultra's performance, such as slow loading times, buffering screens, and frequent crashes, especially when accessing assignments. They also found the repeated sign-in requirement and lengthy authentication processes to be major obstacles, disrupting their access to course content. These issues were not confined to specific devices, affecting users across mobile phones, tablets, laptops, and desktop computers, regardless of the browser or operating system used. Even the Blackboard app, designed to simplify access, failed to meet expectations, with users encountering frequent logouts, glitches, and functional limitations. These ongoing challenges not only hindered user productivity but also undermined confidence in the platform's reliability and usability, highlighting the need for immediate attention and resolution to improve the overall user experience.

OVERALL SATISFACTION WITH BLACKBOARD ULTRA

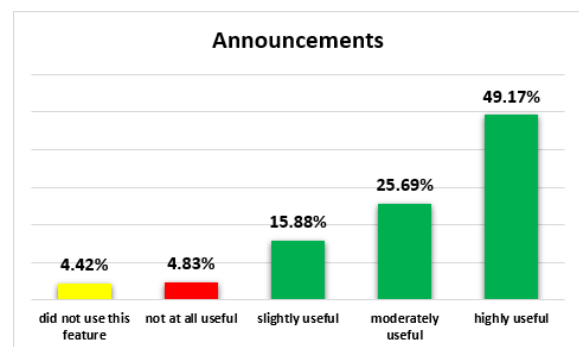
Students' satisfaction with Blackboard Ultra was measured on a scale from 1 to 5. Even though the mean satisfaction score was 2.32, 57.63% of students indicated a relatively high level of satisfaction. Among the students, 30.72% expressed being extremely satisfied, while 26.91% reported feeling somewhat satisfied. Due to the fact that 28.25% of students remained neutral, neither satisfied nor dissatisfied, leaving the mean score low. A smaller proportion (7.85%) of student responses expressed some level of dissatisfaction, with 6.28% indicating extreme dissatisfaction.



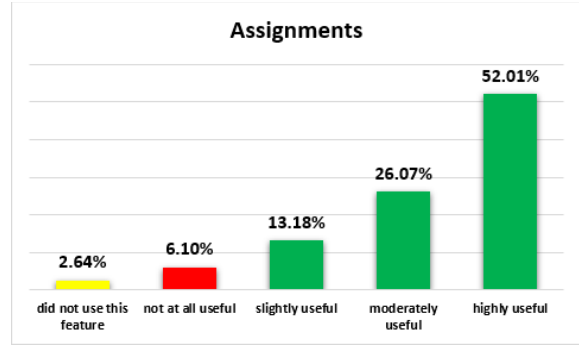
LEVEL OF SATISFACTION WITH BLACKBOARD ULTRA FEATURES

Students were also asked to rate their level of satisfaction with the features of Blackboard Ultra. The students' responses for various features within Blackboard Ultra indicated generally positive perceptions among them. The gradebook features garnered a high mean score of 4.33, indicating its importance in tracking and managing academic progress. Assignments, content viewing, and participation in discussions also received relatively high mean scores of 4.19, highlighting their effectiveness and utility in supporting coursework. Announcements, course messages, and rubrics scored slightly lower but still reflected positive user experiences with mean scores ranging from 3.96 to 4.12. Similarly, quizzes/tests and roster viewing features received mean scores of 3.98 and 3.74, respectively, suggesting relatively positive perceptions but with room for enhancement. Calendar management and group collaboration features garnered mean scores of 3.25 and 3.21, respectively, indicating moderate satisfaction levels among students. However, the journal feature received a lower mean score of 2.82, suggesting potential areas for improvement to enhance its functionality. The following results revealed insights into student satisfaction with various features of Blackboard Ultra:

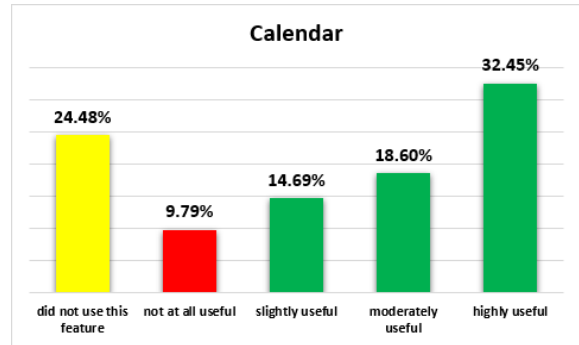
Announcements: The majority of students found the announcements feature highly useful (49.17%), emphasizing its critical role in receiving timely updates from instructors, which was essential for staying informed about course-related information and deadlines.



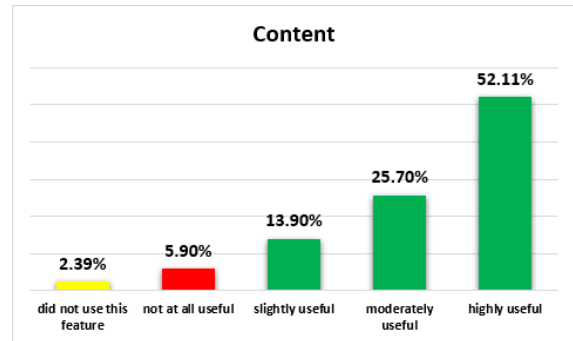
Assignments: Over half of the students (52.11%) deemed the assignments feature highly beneficial, indicating its importance in facilitating the submission of coursework, both individually and collaboratively.



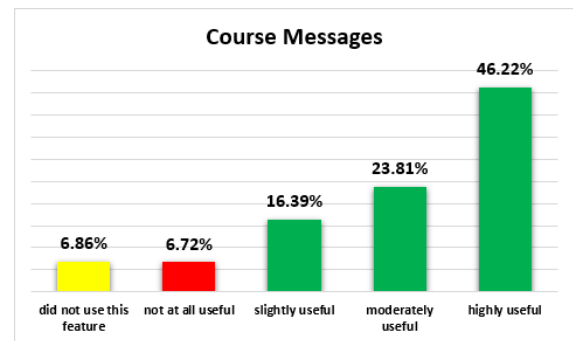
Calendar: While a significant portion of students found it was not used at all (24.48%), a notable number rated it highly useful (32.45%) and moderately useful (18.60%), suggesting its importance in getting the course schedules including the assignments due dates.



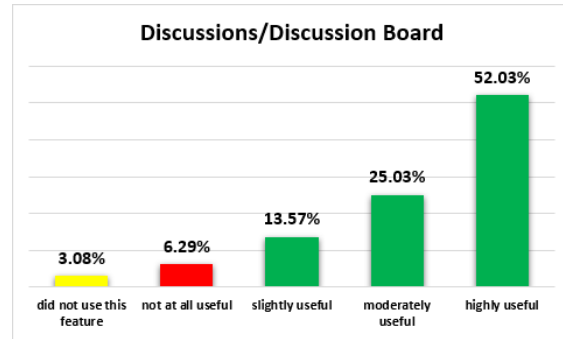
Content: Similar to assignments, a majority of students (52.11%) considered this feature highly useful for accessing course materials, indicating its significance in supporting learning activities.



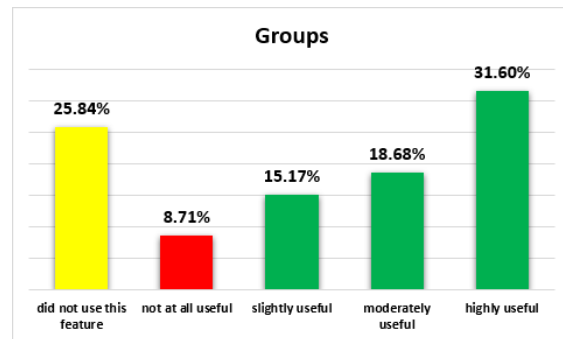
Course Messages: This feature received mixed ratings, with a substantial portion rating it highly useful (46.22%) and moderately useful (23.81%). While it served as a communication tool, training on this feature may be needed to enhance its effectiveness and usability for students.



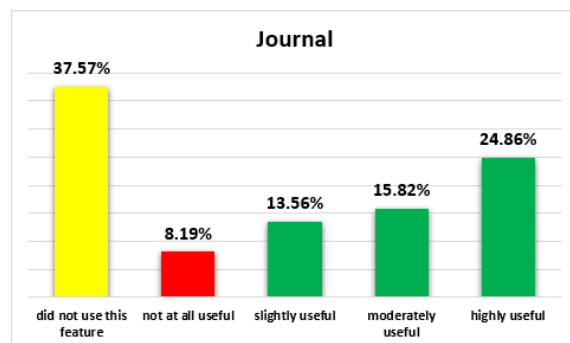
Discussions/Discussion Board: Over half of the students (52.03%) responded this feature as highly beneficial for participating in online discussions.



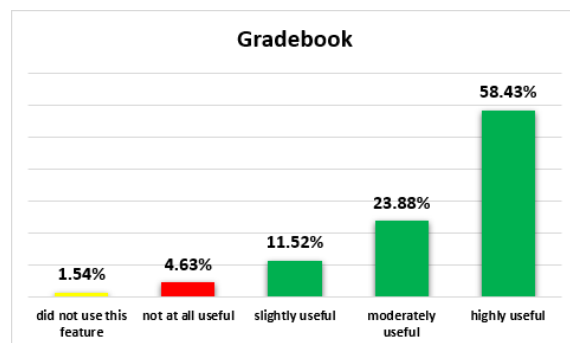
Groups: While a considerable number found it highly useful (31.60%) indicating its importance for collaborative assignments and projects, a notable percentage rated it was not used at all (25.84%).



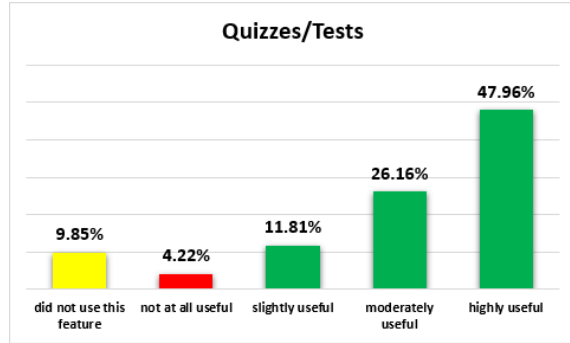
Journal: The majority of students found this feature was not at all used (37.57%), while students reported it as highly useful (24.86%) and moderately useful (15.82%), suggesting a potential gap in supporting reflective learning practices or a need for enhancements to make it more user-friendly and integrated into the learning experience.



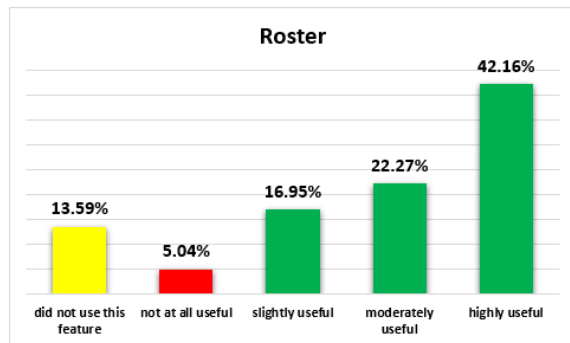
Gradebook: This feature received overwhelmingly positive ratings, with a significant majority (58.43%) considering it highly useful for tracking grades and assessments, which was essential for monitoring progress and performance throughout the course.



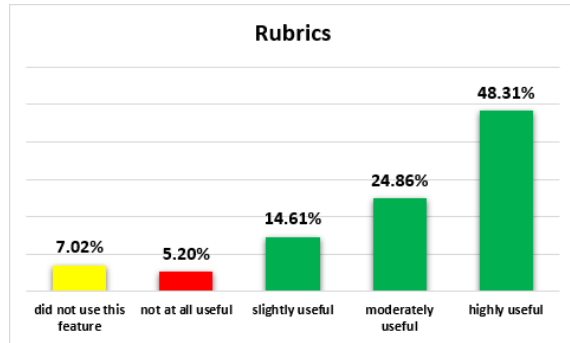
Quizzes/Tests: While a substantial portion found it highly useful (47.96%), a notable number rated it moderately useful (26.16%), indicating its importance in online assessment but also suggesting room for enhancement.



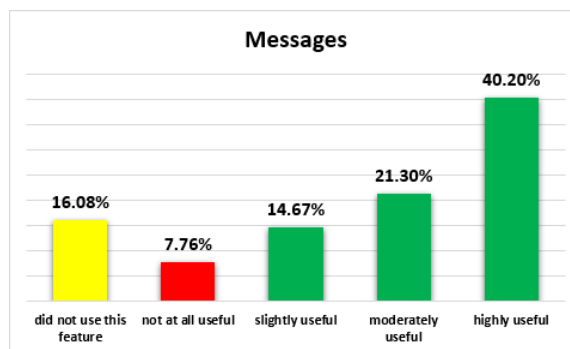
Roster: A significant majority (42.16%) considered this feature highly useful for viewing a list of course members, highlighting its role in facilitating communication and collaboration among peers, which was essential for building a sense of community within the course.



Rubrics: Similar to the roster feature, a majority of students found this feature highly useful (48.41%) and moderately useful (24.86%).



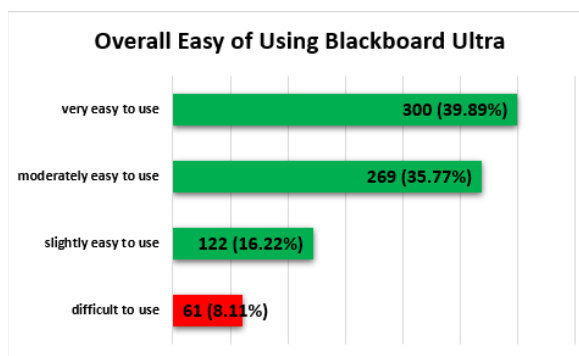
Messages: While a substantial portion found it highly useful (40.20%) and moderately useful (21.30%), suggesting its importance for communication.



Please rate your level of satisfaction with the Blackboard Ultra tools and features designed to support:	Not use this Feature	Not at all Useful	Slightly Useful	Moderately Useful	Highly Useful	Mean
	1	2	3	4	5	
Announcements	32 (4.42%)	35 (4.83%)	115 (15.88%)	186 (25.96%)	356 (49.17%)	4.10
Assignments	19 (2.64%)	44 (6.10%)	95 (13.18%)	188 (26.07%)	375 (52.01%)	4.19
Calendar	175 (24.48%)	70 (9.79%)	105 (14.69%)	133 (18.60%)	232 (32.45%)	3.25
Content	17 (2.39%)	42 (5.90%)	99 (13.90%)	183 (25.70%)	371 (52.11%)	4.19
Course Messages	49 (6.86%)	48 (6.72%)	117 (16.39%)	170 (23.81%)	330 (46.22%)	3.96
Discussions/Discussion Board	22 (3.08%)	45 (6.29%)	97 (13.57%)	179 (25.03%)	372 (52.03%)	4.17
Groups	184 (25.84%)	62 (8.71%)	108 (15.17%)	133 (18.68%)	225 (31.60%)	3.21
Journals	266 (37.57%)	58 (8.19%)	96 (13.56%)	112 (15.82%)	176 (24.86%)	2.82
Gradebook	11 (1.54%)	33 (4.63%)	82 (11.81%)	186 (26.16%)	341 (47.96%)	4.33
Quizzes/Tests	70 (9.85%)	30 (4.22%)	84 (11.81%)	21 (2.92%)	23 (3.21%)	3.98
Roster	97 (13.59%)	36 (5.04%)	121 (16.95%)	159 (22.27%)	301 (42.16%)	3.74
Rubrics	50 (7.02%)	37 (5.20%)	104 (14.61%)	159 (22.27%)	344 (48.31%)	4.02
Messages	114 (16.08%)	55 (7.76%)	104 (14.67%)	151 (21.30%)	285 (40.20%)	3.62

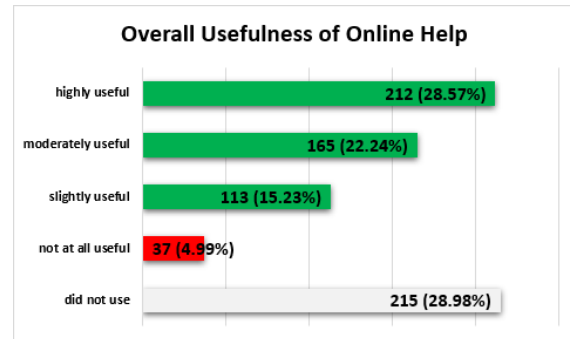
OVERALL EASE OF USING BLACKBOARD ULTRA

Among the students, the majority found Blackboard Ultra to be very easy to use (39.89%) and moderately easy to use (35.77%). However, a minority, comprising 8.11% of students, considered Blackboard Ultra difficult to use. The result suggested a predominantly positive perception of Blackboard Ultra, with a notable proportion of students finding it highly accessible and user-friendly.



OVERALL USEFULNESS OF BLACKBOARD ONLINE HELP

A significant number of students reported that they were not using the online help feature (28.98%). Among those who utilized it, the majority found it to be highly useful (28.57%), moderately useful (22.24%), and slightly useful (15.23%), indicating a substantial portion of students who found the online help beneficial. However, only a minority (4.99%) perceived Blackboard's online help as not at all useful.



LIKE MOST ABOUT BLACKBOARD ULTRA

Students' feedback on Blackboard Ultra revealed a spectrum of experiences, with some highlighting its strengths while others pointed out areas for improvement. The easiness of using Blackboard Ultra was a recurring theme, with students praising features such as the gradebook for providing a clear overview of their performance in each course. For example, one student appreciated being able to access all their grades in one place, while another found the color-coded grades helpful for tracking their progress.

The convenience of having announcements and course materials organized within Blackboard Ultra was widely appreciated. Students valued features like the activity stream, which kept them informed about upcoming assignments and course updates. For instance, a student mentioned relying on announcements from their instructors to stay on top of important information.

Despite these positive aspects, students were frustrated about the Blackboard Ultra's inconsistency and technical glitches. Some students expressed difficulty in navigating the platform due to variations in how instructors structured their courses. For example, one student struggled with finding assignments due to the lack of uniformity among instructors in using Blackboard Ultra's features.

The technical issues such as buffering and slow loading times detracted students from the overall user experience. For instance, a student referred encountering difficulties with accessing course materials smoothly, impacting their ability to engage effectively with the content.

While students appreciated the organizational features and convenience offered by Blackboard Ultra, there was a consensus that improvements were needed to enhance usability and address technical challenges. Despite these criticisms, many students recognized the potential when utilized effectively by instructors, they highlighted the importance of ongoing development and support to optimize the learning experience for all students. Appendix B listed all students' responses.

LIKE LEAST ABOUT BLACKBOARD ULTRA

The primary grievances with Blackboard Ultra centered around its usability, technical issues, and lack of consistency. Many students expressed frustration with the interface of Blackboard Ultra, finding it cumbersome and difficult to navigate. One common complaint was the need to go through multiple steps or clicks to access essential features like rubrics or assignment instructions. For example, students highlighted the inconvenience of having to click multiple times just to see feedback on graded assignments, especially when it came to viewing comments on rubrics.

Another significant issue was the frequent need for them to log in repeatedly, often with long usernames, passwords, and additional authentication with Duo. This repetitive process could be time-consuming and frustrating, particularly when combined with technical issues such as buffering or slow loading times. Students reported instances of assignments taking too long to load or failing to load altogether, disrupting their workflow, and hindering their ability to engage with course materials effectively.

Moreover, there was a notable lack of consistency across courses and instructors, with each utilizing Blackboard Ultra features differently. This inconsistency added to the confusion for them, making it challenging to locate important information such as assignment due dates or course materials. Additionally, some students found it frustrating that the platform did not keep them logged in or organized courses by name rather than just course numbers.

While Blackboard Ultra offered valuable features for online learning, such as grade tracking and course organization, its usability issues, technical glitches, and lack of consistency detracted from the overall user experience. Addressing these concerns and improving the platform's user interface and reliability would enhance user satisfaction and optimize the learning experience for students and faculty alike. Appendix C listed the students' responses.

LEVEL OF AGREEMENT ABOUT BLACKBOARD ULTRA

The student responses provided insights into students' perceptions of using Blackboard Ultra in their courses across different dimensions:

Ease of Learning Materials: The mean score of 4.52 suggested that students generally found it strongly easy to grasp the course materials provided through Blackboard Ultra. This indicated that the Blackboard Ultra likely presented content in a way that was understandable and accessible to students.

Ease of Studying for Exams/Tests: With a mean score of 4.47, students perceived that Blackboard Ultra facilitated their studying process for exams and tests. This suggested that the Blackboard Ultra might offer features like organized content, interactive resources, or study aids that helped in exam preparation.

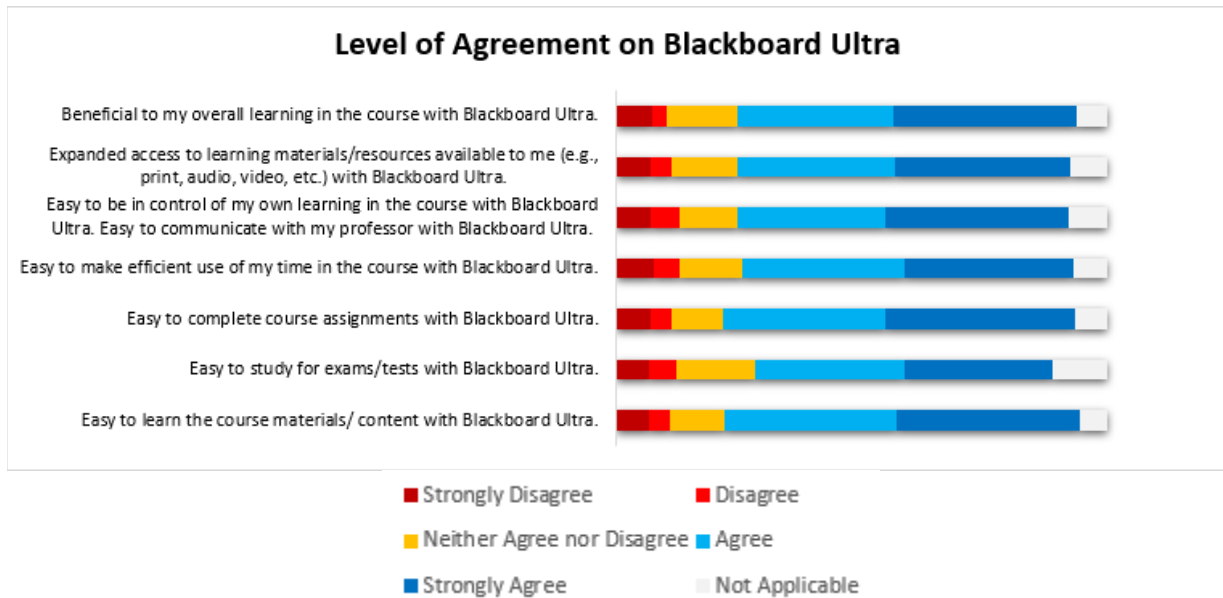
Ease of Completing Course Assignments: The mean score of 4.58 indicated that students felt reasonably comfortable completing their course assignments using Blackboard Ultra. This implied that Blackboard Ultra likely supported assignment submissions, feedback mechanisms, and resources that assisted students in fulfilling their academic requirements.

Efficient Use of Time: Students perceived Blackboard Ultra as highly effective in helping them utilize their time efficiently in the course with the mean score of 4.44. This suggested that Blackboard Ultra offered features or tools that streamline learning activities, reducing time waste, and enhancing productivity.

Control of Learning and Communication: With a mean score of 4.54, students felt strongly empowered to manage their own learning and communicate with professors through Blackboard Ultra. This implied that Blackboard Ultra likely provided channels for student-teacher interaction, access to course materials, and tools for self-directed learning.

Access to Learning Materials/Resources: Blackboard Ultra was perceived to strongly expand access to learning materials and resources, with a mean score of 4.52. This suggested that Blackboard Ultra offered diverse content formats, such as print, audio, and video, catering to different learning preferences and enhancing overall learning accessibility.

Overall Beneficial Impact: With a mean score of 4.52, students generally viewed Blackboard Ultra as strongly beneficial to their overall learning experience. This implied that Blackboard Ultra contributed positively to their academic progress, potentially through features like engagement tools, content delivery methods, or organizational features.



The results reflected students' favorable perceptions of Blackboard Ultra by facilitating various aspects of their learning experience and contributing to their academic success.

Please rate your level of agreement with the following statements about Blackboard Ultra:	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable	Mean
	1	2	3	4	5	6	
Easy to learn the course materials/ content with Blackboard Ultra	39 (6.60%)	25 (4.23%)	66 (11.17%)	207 (25.96%)	220 (37.23%)	34 (5.75%)	4.52
Easy to study for exams/tests with Blackboard Ultra	39 (6.66%)	32 (5.46%)	94 (16.04%)	179 (30.55%)	176 (30.03%)	66 (11.26%)	4.47
Easy to complete course assignments with Blackboard Ultra	40 (6.87%)	25 (4.30%)	61 (10.48%)	192 (32.99%)	226 (38.83%)	38 (6.53%)	4.58
Easy to make efficient use of my time in the course with Blackboard Ultra	45 (7.71%)	29 (4.97%)	75 (12.84%)	193 (33.05%)	202 (34.59%)	40 (6.85%)	4.44
Easy to be in control of my own learning in the course with Blackboard Ultra. (Easy to communicate with my professor with Blackboard Ultra.)	41 (7.03%)	33 (5.66%)	69 (11.84%)	177 (30.36%)	217 (37.22%)	46 (7.89%)	4.54
Expanded access to learning materials/resources available to me (e.g., print, audio, video, etc.) with Blackboard Ultra	40 (6.85%)	26 (4.45%)	77 (13.18%)	188 (32.19%)	209 (35.79%)	44 (7.53%)	4.52
Beneficial to my overall learning in the course with Blackboard Ultra	43 (7.41%)	16 (2.76%)	83 (14.31%)	185 (31.90%)	216 (37.24%)	37 (6.38%)	4.52

STUDENTS' EXPERIENCES USING BLACKBOARD ULTRA

The feedback on using Blackboard Ultra varied among students. Some found it to be a beneficial tool that enhanced their learning experience, while others expressed frustration with its functionality and design. Some of the positive comments were ease of use, accessibility of resources, and the ability to submit assignments efficiently. However, negative feedback pointed to issues such as clunkiness, difficulty navigating, and frustration with features like the discussion board and gradebook. Some students expressed disappointment with the transition to Blackboard Ultra by citing glitches, formatting challenges, and dissatisfaction with the user interface. Despite these challenges, many students appreciated the accessibility and organization features of Blackboard. Overall, there was a mix of positive and negative experiences, with room for improvement in areas such as user interface design, functionality, and compatibility with different devices. Appendix D listed the actual students' experiences using Blackboard Ultra.

REQUESTS FOR SPECIFIC FEATURES, FUNCTIONS, OR TOOLS IN BLACKBOARD ULTRA

Students were asked if there was anything else they would like to tell us about their experience using Blackboard this semester. Students reflected both positive and negative experiences. Some students commended Blackboard Ultra for its efficiency in assignment tracking. For instance, they appreciated being able to easily monitor upcoming deadlines and submitted work promptly, which contributed to a smoother semester experience. In addition, certain students found Blackboard Ultra user-friendly, noting its intuitive navigation and straightforward assignment submission process. These features were particularly beneficial for students who valued simplicity and ease of use in their learning tools.

However, a significant portion of students expressed frustration with Blackboard Ultra's usability and functionality. Many cited difficulties in navigation and formatting, especially when using discussion boards or accessing feedback on assignments. For example, some students found it challenging to locate specific documents or messages within Blackboard Ultra due to its cluttered interface. Additionally, issues such as glitches, slow loading times, and compatibility problems with mobile devices detracted from the overall user experience. These challenges could lead to increased stress and hindered students' ability to engage effectively with course materials.

Some students felt that the upgrade to Blackboard Ultra was unnecessary and had negatively impacted their learning experience. They highlighted missing features or changes that restricted accessibility, making it difficult to perform certain tasks that were simpler in the previous version. For instance, the absence of certain functionalities, like proper formatting options or seamless integration with mobile devices, hampered students' ability to engage fully with Blackboard. As a result, students often frustrated or disengaged from their coursework, affecting their overall academic performance.

In response to these challenges, students requested some suggestions for improvement, such as redesigning the interface, enhancing organization, and providing better support for professors in utilizing the platform effectively. Some students even advocated for switching to alternative platforms such as Canvas, which they perceived as offering superior usability and functionality. Appendix E captured from students' responses:

Appendix A. Blackboard Ultra Survey Fall 2023 for Students

Q15

Student Survey: Blackboard Ultra



Q17

What is your current academic level?

- first-year undergraduate (freshman)
- second-year undergraduate (sophomore)
- third-year undergraduate (junior)
- four or more years undergraduate (senior)

Q18

Course modality. (Choose all that apply)

- Face-to-face
- Hybrid
- Online Synchronous
- Online Asynchronous

Q19

Please indicate the level of comfort in using different types of technology related to your course work.

- Very Uncomfortable
- Somewhat uncomfortable
- Somewhat comfortable
- Very comfortable
- Other (please describe)

Q20

Which device(s) do you currently use to interact with Blackboard Ultra? (Choose all that apply)

- mobile phone without Blackboard App
- mobile phone with Blackboard App
- tablet (e.g., iPad)
- laptop computer
- PC/Mac desktop computer
- other (please describe)

Q33

Have you faced any issues using Blackboard Ultra from different devices or browsers?

- Yes
- No

If yes, please specify the device/browser.

Blackboard Ultra?

- extremely satisfied
- somewhat satisfied
- neutral
- somewhat dissatisfied
- extremely dissatisfied

Q22



Please rate your level of satisfaction with the Blackboard Ultra tools and features designed to support the following teaching and course management tasks:

Note: Some of these tools and features may have a different name in your course

	did not use this feature	not at all useful	slightly useful	moderately useful	highly useful
Announcements (for reading announcements and other timely news and information posted by your instructor or department)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assignments (for submitting individual or group assignments)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Calendar (for managing your personal calendar and viewing course events and due dates)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Content (for viewing course materials and completing activities organized into lessons or modules)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Course Messages (for sending and receiving messages to and from your instructor and other students)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Discussions/Discussion Board (for participating in online discussions with the entire class or in small groups)

Groups (for collaborating with a specific group of students on assignments, discussions, blogs, wikis, or projects)

Journal (for keeping a learning journal shared with your instructor)

Gradebook (for viewing a list of the graded items in the course and the grades you received)

Quizzes/Tests (for taking and receiving feedback on online quizzes, tests, and self- assessments)

Roster (for viewing a list of the other people in the course)

Rubrics (for understanding how your work will be or was graded)

Messages (for sending messages to the external email account of other course members).

Q23

Please rate the overall ease of use of **Blackboard Ultra**

- difficult to use
- slightly easy to use
- moderately easy to use
- very easy to use

Q24

Please rate the overall usefulness of **Blackboard's** online help for students.

- did not use
- not at all useful
- slightly useful
- moderately useful
- highly useful

Q25



What did you like MOST about **Blackboard Ultra**? Why?

Q26



What did you like LEAST about **Blackboard Ultra**? Why?

Q27



Please rate your level of agreement with the following statements about Blackboard Ultra.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
Easy to learn the course materials/ content with Blackboard Ultra.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to study for exams/tests with Blackboard Ultra.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to complete course assignments with Blackboard Ultra.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to make efficient use of my time in the course with Blackboard Ultra.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to be in control of my own learning in the course with Blackboard Ultra. Easy to communicate with my professor with Blackboard Ultra.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expanded access to learning materials/resources available to me (e.g., print, audio, video, etc.) with Blackboard Ultra.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Beneficial to my overall learning in the course with Blackboard Ultra.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q28



Is there anything else you would like to tell us about your experience using Blackboard this semester?

End of Survey

We thank you for your time spent taking this survey.

Your response has been recorded.

Appendix B. Student Responses on Liked Most About Blackboard Ultra

- Always can get on it and use it.
- ease to use
- The only thing that has a benefit compared to other apps is that you can form study groups, see ur classmates information and send messages through it. I just wish I could simply use the app without having to sign in so many times and it wasn't constantly buffering
- That all my information for all my classes in one spot.
- honestly nothing
- everything
- ease of access, layout of website on mobile browser is easier to navigate
- I like the easy to use level. It makes learning online much better
- Gradebook
- The website is poorly formatted. Every instructor uses different features or uses the features in a different way. It lacks any semblance of consistency. It is not intuitive.
- It is an easy to use system. Everything is easy to find and there is not a hassle trying to search.
- Blackboard Ultra was easy to Navigate.
- It's like canvas
- It's good to navigate but some things are hard to find
- It does at good job at reminding me what I need to get done.
- The activity stream function
- Easy to access
- i can not find it.
- I think the fact that you can have announcements from your teachers. It lacks however, when we try to see my grade and understanding where I stand.
- its easy to use.
- gradebook
- its really to use it
- It's easy to use and the help is available on line.
- Very intuitive.
- I appreciate the Gradebook feature because having access to my grades allows me to gauge how well I'm doing in a class.
- convince and easy use
- It took me a little bit to get used to but now that I am, I don't have much trouble using Blackboard.
- I like everything about it
- I don't have to look somewhere else to find content or assignment. Everything is in one place.
- Blackboard Ultra is good for turning in assignments, all the information is in one place which is great for completely remote courses.
- Nothing comes to mind
- Its organized and easy to navigate
- The ease of navigation
- posting on discussion board is simple to use
- I like the simply layout and the easy access to material. I also like the module form and how it breaks down what assignments need to be done and the time frame.

- Very easy to use and navigate the page
- Easy access tabs at the top for content, discussions, gradebook, ect.
- its easy
- very easy to understand and navigate
- I enjoy seeing if I left any unanswered questions on quizzes/tests
- Calendar
- Everything is very useful, but the most is the quiz feature because it makes the questions more comprehended
- I recently submitted a test when I was still in the middle of the exam, and I had to jump through hoops to have it reopened for me to retake the exam, especially after only answering only 3 questions. My disappointment with the program is the fact that there is not a HARD STOP built in. I did not get a message warning me about it before it finalized. It just went through. Need a HARD STOP before submission.
- The calendar because I can see what assignments are coming.
- The organization blocks of the classes and you can click on a course.
- How easy it was to communicate with the professor and how the assignments were posted weekly and the announcements were cleared.
- Easy to navigate once you are able to login.
- early messages and announcement
- The different features and programs that has been offered to students while being login on the website like Microsoft programs. I like how the school changed black board from 2004 year until more modern now 2020's century.
- I like the addition of online rubrics with the assignment submittal so that I didn't have to go find the rubric in the syllabus.
- Things are easy to find and organized. Not intuitive though.
- Ease of use. I'm not comfortable with technology as it changes so often and I find it hard to adjust. I had to use Blackboard Ultra for my first on-line course in 12 years. I appreciated the introductory tutorial and how easy it was to use during the course
- easy to navigate
- Ability to take online classes.
- Easy communication with my instructors and access to my courses in general. I only had one instructor that never communicated, but most of them are prone to help us by email or message. the announcing board is so helpful for me. thank you WPU.
- Everything is easy to access
- announcements---where clear and easy to read
- The layout is easy to follow
- I am able to see my grades
- The organization of most of the apps.
- easy to use
- user friendly and also tutor explains clearly what is to be done . so no ambiguity.
- easy to use
- Its my first time using it
- Easy access
- I loved the ease of navigating the website and finding all my resources. I enjoyed seeing my grades

with ease. I looked forward to class announcements from my math teacher with updates on how the class was going.

- I like blackboard ultra because it is easy to use
- I really like how I can find my assignments and grades. There's a calendar that has everything you need as well. Very accessible.
- The content section because that is where our professors keep everything organized.
- Easy to use.
- The user interface is easy to use
- it fine to use
- I like looking at the roster list
- looks very sleek and modern
- It's useful
- keeps everything organized
- My favorite color is black
- It has all the resources needed
- I like how easy it is to communicate and be able to see assignments do them and see the scores.
- I like most the interface of a course in Blackboard Ultra. It provides all rubrics related to the course in a easy way to acces.
- It's a very simple way to keep track of everything going on with your courses.
- Convenience of the App on different devices. As an online student with a busy life outside of school, this feature makes it possible to work on coursework from anywhere.
- I do not like it. I do not know why Blackboard tiles only show up half the screen. Why do I have to click the tab to see what it is? It is taking me more time to open. I do not like this new format. It is delaying me from responding to assignments.
- I miss the old blackboard
- On how to click on the right course I needed.
- The different layout was a nice change.
- for me new so i can not specify this year in future maybe
- very easy to understand and use
- Straight forward easy to use, and even if the student is completely new to BB, it is user friendly!
- Course content easy to access, as well as looking at grades
- I like the progress tracking making it easy to visually see the task that I have started.
- it works, that's pretty much all I have to say about it.
- To find out how, I am doing in my class.
- I like the organized grade book and calendar because I like to be able to actually see my grades and due dates
- I like the Gradebook most. All my grades are in one spot and I can see how I'm doing in the class.
- Everything
- Content of the blackboard is adequate for instructions.
- Easy to summit assignments
- I like that it offers an online meeting function for online classes. It makes it convenient and keeps everything in one place.
- details
- I like most about the Blackboard Ultra are announcement and gradebook. Because announcement

remind me about what's going on and what I need to do for next week class. And gradebook help me to realize how I'm doing to the course so far.

- user friendly. easy to use.
- It is easy to use but did not attach my assignment.
- Easy to use. Not complicated
- the color
- really easy to navigate. Enjoy the platform
- The simpleness of the gradebook and announcements.
- Announcements pop up soon as a course section is open. I like this most because it a reminders you of important information before navigating through course shell.
- everything
- It's good
- It's pretty intuitive, I've been able to find what I need.
- User friendly, very easy to understand and use.
- Messaging system.
- is very easy to use
- Ease of use. Just take the time to look around and read instructions!
- There is not much I like about it. It is very hard to navigate and difficult to find what needs to be submitted when it needs to be submitted. Too many clicks to get to where I need to go.
- I don't like blackboard ultra. Regular blackboard was much easier to navigate and upload to.
- grade book, its easy to keep track of my grade.
- I really don't even know what Blackboard Ulta is. Is this something different than regular Blackboard? Or is it an upgrade?
- it has my grades and assignments in the same spot
- The ease of use and the ability to seamlessly navigate to different courses/assignments/grades, etc.
- Give you the possibility to communicate with instructors in a timely manner.
- its terrible
- I like all features of blackboard. But I would like to see a feature on blackboard that the Professors can records a lecture and/or have a lecture on blackboard where we can see all classmates and interact similar to Google classroom.
- I like the grading system that is built into Blackboard Ultra as I have been getting used to the system itself since I started here at William Paterson University during the fall semester. The reason why I like this the most over all the other features as I can see my grades for my assignments and overall grade for the course I am taking and I think that is amazing as I had to wait for my report card back in High School to see these grades but with Blackboard Ultra you can see them right away.
- the content access that opens on the same screen
- The easy link to get to other programs.
- I like the way the mods are organized
- it has been an adjustment from the old blackboard and using the tabs on top was a little complicated. It took a few times of logging in to find all my stuff. Truthfully it might be more of a user error (i.e the professors) and thats why its been a bit of headache to use as a student.
- The convenience
- discussions. point of view
- Easy to navigate.

- *I like the tidiness of the course content and the structure. I like it even more when the professor's use it as designed. The last time I used Blackboard was in 2006. It is a far superior product now. I was apprehensive about using it when returning to school, but I have been pleasantly surprised with all of the updates and ease of use.*
- *Intuitive UI*
- *in grades its shows the grades with colors so I always strive for the strongest green*
- *What I liked most about Blackboard Ultra is the feature of viewing your grade and your instructor feedback*
- *Easy to use*
- *User friendly*
- *Simplicity*
- *User interface was clean and easy to access. Clean overall.*
- *Ease of use.*
- *The program appears to be clear and condense from what I learned in the tutorial. However, I have never attended an online course before and have not used this platform yet*
- *Not a lot. It gave me the option to organize my grades by date, that's about it. In doing that I found it was so much easier to find assignments that were due, so I used that to find my assignments rather than try and search through all the minutia and unnecessary pages to try and locate assignments.*
- *its easy to find whatever you're looking for*
- *online courses are easy to access.*
- *Easy, convenient to use*
- *Open and downloading syllabus, so I can print a physical copy*
- *I guess the UI looks better than before? I don't have too much of an opinion on BB Ultra, as I haven't come across any major issues or issues at all.*
- *The layout and how easy it is to click on different tabs*
- *How easy it was to access and upload course work.*
- *Modern look*
- *Ease of use. Help with video tutorials, if needed. Great for online learner.*
- *IT is accessible and easy to use*
- *Ease of use. All the information in one spot.*
- *the easy access*
- *The easeness of navigating assignments, messages etc...*
- *Discussion boards because I interact with other students.*
- *Its ability to inform students with announcements, messages, and gradebook updates so that I am also on top of my assignments and grades.*
- *nothing, honestly schoology is better!*
- *Easy tyo use*
- *Easy to use. It probably has more features than I will ever need during my course.*
- *It is a brand new layout and at first it is not at all the easiest to navigate. Once you've taken a couple of classes using this new bb, it becomes more familiar and easier to navigate. The modules set up gives organization to when assignments are due.*
- *The layout*
- *Everything*
- *Easy to navigate.*

- EASY TO USE.
- Looks newer than before. Just the fonts and colors
- the convenience
- I'am just glad it was simple to navigate
- everything
- I am not sure
- easy to use
- The 24/7 access and you are able to monitor your school course progress.
- Blackboard sucks. Canvas is better. I have to log into this stupid app every time I want to use it.
- Functionality of navigating
- Very easy to access and never fails me once an assignment is submitted it saves and lets you download it for confirmation.
- I like the opportunity to organize my coursework in one location
- Blackboard is self-explanatory. I am on graduate level so I used Blackboard in the past.
- Not sure
- One stop shop for all your needs!
- It's more reliable.
- user friendly interface
- The Improvements
- Easy access to my classes
- Compared to last year, Blackboard is much easier to use. Getting access to rubrics for assignments and looking at my grades is MUCH easier.
- What I liked the most was that how organized is.
- Honestly, the stuff was just moved around. Hindering my momentum in the process and making things more difficult. What is not broken, DO NOT FIX IT. You spent so much money on this transition unnecessarily. Also, why did it take so long for this survey to come around? Bring back my due date box, please. Thank you
- I can see grades
- Ease of use, appearance (everything is easy to find but not cluttered).
- Simple organization of activities, due dates, and the calendar. Fast, easy, and flexible to use with no difficulty.
- easy to use
- I would say the ease you can get all the information you need for a course. There's a lot of aspects to that (ease of quizzes, course work, ability to do attendance, PowerPoints, etc) So yes, the ease of which you can get all the information in one place.
- content but teachers need to learn how to place things better like sometime they put assignments in the course content tab instead of the assignment tab
- At William Paterson University, I really do like most about BBU and one of the most appreciated aspects of Blackboard Ultra is its streamlined interface coupled with enhanced accessibility. This combination greatly improves the user experience for both students and instructors. The streamlined interface simplifies navigation and content management, reducing the learning curve for new users and making it easier to organize course materials. Additionally, the enhanced accessibility ensures that all students, regardless of any disabilities, can effectively access and engage with the course content. This focus on inclusivity and usability aligns well with the educational values

upheld by William Paterson University, making Blackboard Ultra a favored tool for facilitating learning and teaching processes.

- I like the way teachers can organize content for each week, even though some teachers don't do that. When they do, it's nice. Also the roster is helpful so I have a list of people in the class I can contact if I can't remember who's in the class.
- message board and videos very easy to use. Course material have been easy to view and posting answers have been easy to use too.
- nothing. its glitches. I try to open up the specific modules and it doesn't open.
- I like the access to the Gradebook as it is easy to get to.
- Nothing, blackboard is horrible
- I like the fact that I can see all of my assignments on one page. I also like seeing a checkmark next to the assignments or parts of a module I have already completed.
- Unable to say it has been a headache since I started.
- I like Blackboard Ultra much better than Blackboard. I usually write by blogs and assignments usion Microsoft word. I found it much easier to transfer by asignments for Word to the discussion box.
- showcasing the assignments that's due for me today
- very quick
- Easy to use.
- this is my first time taking an online class, I never knew about blackboard did not get oriented how to use it, I learn on own, easy to navigate and used.
- I find the platform to be user-friendly, although it's different from the one I used at my previous university. The modules are laid out in a simple way, the content is easy to comprehend, and uploading assignments is not a complicated task.
- He reminds all due assignments.
- assignment reminders
- That you can login anytime and check if you have any assignments coming up.
- Organized and easy to use
- everything is goog
- This is my first online course so I do not have anything to compare BU to.
- very easy to use
- I have used Blackboard, Canvas, and Google as both a student and as a teacher. Blackboard is very difficult to manage. Pop up windows are confusing. Layout of classes and the lack of an ease to navigat ToDo list make it more confusing. Additionally the Calendar design is not very accessable and I wish that all of these things talked better to each other.
- I hate the two step verification (Duo). Sometimes I don't have my phone to verify, I know know you really can't imagine a person without a phone in 2024... deal with it. When that happens I am essentially locked out of my ability to do schoolwork. Why can't you just use a security question method or verification email ect... ?? STOP USING DUO!!
- I like how I have everything I one place. It doesn't help when my professors don't realize they should be putting due dates on assignments
- It's smooth to use
- It's organization
- easy and smooth!
- I like the fact that the information is organized neatly for all that is needed for separate subjects.

- The ability to access it via phone, tablet or tablet.
- Nothing. Buy Canvas instead.
- easy to navigate
- Convenience
- Everything is at your fingertips. It's a simple tool. I like uncomplicated things.
- The grades
- convenience
- that I can see if I responded to others peer DB without having to scroll down and find it.
- mp3 audio file
- It's a pretty sleek design, but the website format does not always align with the course format. I feel like the courses I've been taking were built around the old Blackboard, so now that Blackboard is out some things about the syllabus have to change for them to mesh properly, and that doesn't happen fast enough when the system was upgraded between semesters. I've seen a lot of broken content released from my courses because they were formatted for the old system.
- It's easy to use and has direction to use. Discussion board, videos, reading instructions, lecture and course material from different classes are easy to follow.
- Love that everything is in one location. There was a nice improvement in the discussions. They are easy to submit and follow for responses. The announcements are extremely helpful, and I like the notifications received. I am aware of changes and important information at first glance. I wish more faculty would utilize the calendar. It's easy to lose track of the week corresponding to the module.
- Organization of courses, made it easy to access each one as I needed to.
- the flexibility, availability and ready workflow, including all accessible tools needed in learning across board is A plus.
- What I like most about blackboard is that we can send discussion board comments easier and see your overall grade in classes.
- Everything is useful.
- The discussions and the ability to organize groups
- everything
- That the grades are color coded. It makes me want to get A's all the time because I want to see the bright green.
- what I like about Blackboard the most is all the resources and updates from my classes. Because it keeps me informed all the time .
- Blackboard Ultra is very friendly, easy to use and understandable. I like the easy access and how efficiently I can do my assignments via blackboard.
- it is easy.
- The only thing I like about this is only getting access to my class,
- It works
- Not difficult to navigate.
- I like how organized it can be with keeping up my assignments as well as telling me the due dates.
- At first it was something to get use to after, it was ok.
- The activity stream is the most beneficial feature when taking classes, because it allows you to see the due dates of all courses in one spot.
- very easy to use
- literally nothing. it was better the way it was before this update.

- I like the convenient of the blackboard ultra, because it is easy to use and every class assignment in there to communicate with the professors and students.
- I like the "calander" option so it sorts out all the assignments I need to get done in a dated calender format to keep me on top of my work.
- The system seems pretty easy. You just need to familiarize yourself with the system.
- Easy to understand
- How easy it is to navigate and how helpful the resources are for showing new users how to navigate Blackboard.
- the aesthetic of the platform
- Easy to use.
- its organized
- easy to navigate
- The new messages feature. I find it convenient (when professors actually look at them)
- Ease of use.
- Nothing specific, but is good overall!
- Nothing in particular stands out. Just a tool that is required to be used
- overall layout and interface
- The easy use
- You can easily see the rosters for each class.
- each section being broken down to understand
- A simple site to view academic courses and grades.
- The thing I like the most about BB is that I do not really have to interact with people, unless i have a question and still then it's not face to face.
- Everything is on one place.
- I love that I can easily switch from THE Institution page to the Student page. I also love that after I complete a course I can still access my work from the course and review the materials. This is helpful because the online program I am enrolled in is a entire semester condensed into 7 weeks so if there is information I did not completely understand during the course, I can go back to gain a better understanding
- is very easy to navigate
- I like that you can track and monitor your progress from start to finish.
- Everything is well organized and every assignment has its date in it and time frame when it needs to be done.
- Clarity of design being similar to old blackboard
- i dislike all thinks to do with blackboard ultra its way more confusing on how go to my class and how go get the information on thoes classes
- Easy access to course, the only thing I found easy.
- I was able to connect with other classmate.
- What I liked most about Blackboard Ultra was it was easy to navigate and my course options were readily available, and in sync with the course materials.
- easy access to courses and professors through message
- everything
- It is very well organized and fast technology
- everything

- *The coursework and grade tabs because they are easier to use.*
- *I think that I like that I can see my classes and assignments and they are all in one place. If the professor is neat they can add folders that contain the materials/homework.*
- *i like that you can pull up a page and the last page be in the background, but that isn't as useful as you would think because I could just use the back button.*
- *The ease of use*
- *It's not much easier to navigate the course page using ultra in comparison to the past blackboard. It used to be very cluttered and more confusing to navigate, now it's cleaner, more simple, and of course easier to use.*
- *The familiarity with it in transferring from MercerCCC was a plus. Just have to adjust to the differences in 'navigation'.....*

Appendix C. Student Responses on Liked Least About Blackboard Ultra

- *Have to go through multiple steps/clicks to see rubric once assignment is graded. Can easily see grade but need to click at least twice to see comments on the rubric*
- *I hate that I have to constantly sign in with a long username, long password and duo authentication. Other apps like canvas at least keep you logged in. After 15 minutes of reopening an assignment I already have to sign in again. Besides that, It's constantly buffering literally as I write this messages there's a purple line indicating that it's loading. Sometimes I open my assignment and it will take ten minutes to load or not at all.*
- *there is sooo much of blackboard I do not like but it could also be because I use loud cloud for a number of years and blackboard is not as user friendly.*
- *That it keeps closing or sending me back to the Courses page.*
- *sometimes its too confusing and links don't work properly when professors post them*
- *text in discussion and gradebook*
- *Submitting assignment Discussions Navigating thru content*
- *I'm not sure if this relates to Blackboard but had trouble with zoom (would have preferred Teams) and Respondus Lockdown*
- *The website is poorly formatted. Every instructor uses different features or uses the features in a different way. It lacks any semblance of consistency. It is not intuitive.*
- *Unable to copy paste and do correct APA .*
- *The fact that my courses aren't the names of the course just the course numbers. Sometimes the application is glitchy and also sends a lot of emails*
- *The disorganization*
- *That I can't watch lectures using my cell phone.*
- *Laggy*
- *My least favorite feature of it is the unclear grading system. It is hard to understand where I stand.*
- *group communication. Not encouraging.*
- *the organization*
- *The font size and fonts.*
- *Would like to click link and open in new window automatically.*
- *Sometimes slow*
- *The fact that I cannot see directions to my assignment UNTIL I click "start attempt." This is a MAJOR design flaw.*
- *It took me a while to get used to because I'm used to Canvas. I feel like there are too many steps when it comes to Blackboard. I don't like that I have to sign in every time and click on multiple buttons just to see feedback for an assignment. Overall I think Blackboard could just be a little simpler to use.*
- *nothing to complain*
- *What I don't like is that for assignments It's not full page. you have to open the assignment and begin to submit to see all the directions.*
- *The discussion boards. They are a hot mess. It's really hard to follow and see what posts you haven't read yet. It's not chronological or set up in any fashion that makes sense at all.*
- *It always makes me Log in! Why do I have to do that? It's so frustrating*
- *I can't think of any thing that I did not really like*
- *Its a lot of items to look at*

- I have no dislikes.
- So many places that information can be it can be cumbersome to find something you had yesterday
- nothing
- I work and need to take online courses so that has been helpful. I also like to see my grades and assignments.
- The entire program
- It is definitely easier to use than previous version
- got sent back to the beginning when searching back and forth for things.
- changes in blackboard different icons needed more time to navigate
- The switching between Courses, sometimes it freezes.
- Signing in every second. Thank GOD I don't have duo-authentication cause I would have refused to do half of my assignment because of the pure frustration of "securing" my school work.
- Doesn't keep profile logged in on the phone
- adadasdsadasd
- difficult to submit assignment
- The way to get tools and help
- My professor seems to be struggling a bit with some of the technology and had trouble figuring out how to add an additional discussion which caused some confusion. I also wish it would alert me somehow when a grade is posted.
- The assignments don't get put onto the calendar intuitively and the course stream has too much going on. I'd rather see everything due in order.
- It felt a little cumbersome at times.
- it was a little clunky
- everything
- messenges and finding quizzes
- That my old course stay up so I end up with a list of courses instead of my current ones. Also the course number being shown instead of the name of the class. It would be easier to find the course with the name not the number
- That professors do not use it
- I am not a big fan of the organization of the discussion question app. When I click on a student, I get their latest responses and prefer their earliest to latest. I would also prefer to read the assignment before the attempted is started. With my OCD and ADHD when I click attempt is starts a pressure clock in my brain even if there is not a time limit. I'm sure most people feel the same way.
- getting alerts for my grades
- discussion board was a little hard to get used to. The way it grouped threads was strange at first.
- I don't know much about the program
- all the features
- notification
- different but good
- Starting the timer on an assignment when i'm really just only looking at what it is.
- May have some bugs
- When taking test/quizzes, you have to wait for the professor to put in grades or mark the right or wrong answers.
- i hate boards

- How sometimes it can fail technology wise
- Need to make the calendar look and feel more simple
- This probably has more to do with the online nature of courses, but the interaction with your classmates is very limited. Despite having a discussion board, there is no real interaction.
- I do not know why Blackboard tiles only show up half the screen. Why do I have to click the tab to see what it is? It is taking me more time to open. I do not like this new format. It is delaying my response to assignments.
- The discussion board, it changed from the previous blackboard. Before you used to be able to sort the discussion board easily to see conversations and who posted what. Now if you click on a classmate their responses and comments are all mixed together and very difficult to find the original post. There have been a few times where I will be drafting a discussion board post and blackboard signs me out. When I click save draft it brings me to the sign in page and therefore I lose all the work. There should be some prompt when clicking this saying that I have been signed out in order to copy and paste my work somewhere else so I don't lose it.
- EVERYTHING! A lot was moved around and it's much more confusing to use.
- It just was a big adjustment changing from one platform to the next.
- too many screens to open. cannot read instructions on assignments without pressing the submit button. the discussion post threads are hard to keep track of
- easy to use and a lot less complicated than the old blackboard
- Not really sure how to use the calendar feature.
- Nothing, it is the same of checking your progress in class.
- Not all professors are at the same level of understanding and the lack of understanding makes it harder to follow the course
- Its not as good as canvas
- the logging in and logging out issues B. it does not tabulate average grades
- For online students the tools could be more specific.
- a little confusing
- Blackboard could be more organized. In the beginning, I had trouble finding the due dates for my assignments. There should be a section on the home page where it automatically shows the upcoming assignments that are due. Instead, I have to continually go to the calendar and then to the due dates section of the calendar. It should be more accessible. There should also be an option to save changes to views such as viewing courses for the semester. In certain areas, it shows the classes from my previous semester that are already over and I need to change the view or filter to show my current courses. If you select current courses it shows all semesters but I only want to see one semester at a time because my current classes are at the bottom of the page. Also, it could be how I have my current notification settings set but I have email notification settings on but I get too many emails for things that are unnecessary. I have email notifications on for announcements but professors like to use the announcements section to post any kind of message and so I'm constantly receiving emails. There should be either another section for smaller announcements that professors will be inclined to use or either make the messages function more appealing or easier for instructors to use so students aren't getting a lot of email notifications a day. I think BB should be more organized and structured and make things more accessible for users. There are currently a lot of things I find inconvenient compared to other platforms I've used such as Canvas and Moodle.
- everything

- I like the details.
- The thing I like least about the Blackboard Ultra is that sometime tabs are get missed up and hard to find exact one.
- need high-speed internet connection. need updated operating system
- Time/date sensitivity.
- the sign in
- The Duo authentication.
- The grade book portion is my least favorite. It is not accurate to my actual grading system my professor uses.
- easy to use
- submitting or sharing with instructors have least option
- Too many clicks to get to where I need to go.
- I least like that you cannot copy and paste from a word document into the discussion boards like blackboard would allow. The formatting on ultra is terrible. There are no hanging indents or even regular indents. Very hard to write in APA format. Also, the formatting of the course content is very difficult to navigate.
- Not sure what Blackboard Ultra is. Is it a new name for Blackboard?
- it feels disorganized compared to the old blackboard
- Constantly having to use duo very slow interface can be cluttered doesn't have current courses on top of grades and have to scroll down
- Sometimes the professors do not update or use the system correctly making it difficult to understand due dates, assignments, etc.
- its terrible
- I like the least in my own opinion about Blackboard Ultra is the Grades section as I can't see my grading in that section at all. Even after I got graded on assignments and got the overall grade for the class I still can't see it on that page which I think is strange as I believe that is what the page is supposed to be with also listing your assignments coming soon.
- the format
- The instructions sometimes are not as detailed to manage some of the program links.
- The processes for downloading a material.
- submitting papers, the old blackboard was much easier to understand. I'm always worried and confused with this new method of submitting important papers.
- confusing. Professors don't know how to use it and students are still learning, so it makes it hard to know what is due, what is assigned, what my grade is, and many miscommunications between professors and students.
- Having to log in and confirm my log in several times a day.
- there's a bunch of extra stuff that we do not use in our classes
- not being able to open certain files if i had no access to my computer in the moment being
- Not able to just see new discussion board messages
- quiz time errors 1 attempt
- It makes me incredibly nervous when an assignment requires you to click "Start Attempt" to retrieve the instructions. I wish the verbiage was different. For tests, I understand that I'm about to start a test when I click "Start Attempt". It would be clearer if the verbiage for assignments was changed. Or after opening the content of the assignment it said one thing, but when you go to submit the assignment, it says

something different. Hope this makes sense. I think it would reduce e-mails to professors and help clarify assignment procedures for students.

- Accessing classes/assignments is not intuitive at all and requires way too much effort/too many clicks.
- After a certain amount of time with Blackboard open on Safari, if you click something it will need to be refreshed and have you sign in again from scratch. Essentially the site times out and you cannot simply sign back in to go back to where you are, you must close the site and open it again to successfully access coursework or even access it through the Connect Portal in order to get back
- You have to go on WP Connect to access the Blackboard Ultra and you don't get notifications on which specific assignments are due which is unhelpful.
- Blackboard Ultra shows all the classes taken on blackboard and it doesn't automatically populate the current classes being taken so you have to scroll through and find your current semester.
- the logging in process
- The least I like about Blackboard Ultra is not being able to click on my initial respond in my discussion, I have to scroll all the way down to find my initial post.
- signing in multiple times
- Just adjusting to the new layout. The previous one was fine as well.
- When there's an upcoming due date for an assignment, it wouldn't remind me until after the due date has already passed.
- It's confusing and user unfriendly. Too many unnecessary pages and sections. All that is needed is a page that has the coursework that is due that links to the assignments, a section to message from - the announcement page is unnecessary because the instructor can message the class, and a section to show grades. I thought if I gave it a semester to adjust, it would be alright. It did not get any easier. It's just confusing with unnecessary features that do little more than add to the confusion. The old Blackboard was much easier to view, navigate, and use. There was no need to change it up. I ended up getting all my assignments through the grading page because it was so much easier to see what was due that way.
- old version was better
- Too many tabs in terms of where to find items and links that do not work or are confusing instead of a simply outline of items to complete. The platform could be much better with simplicity and ease of locating items for a single week for example, all in one folder/location/page.
- It can be glitchy when uploading or downloading things
- The organization of the class is not good
- Removes formatting. Sometimes adds color to part of the text.
- Having to navigate through many tabs for 1 course, not easy to locate coursework
- on the mobile app, whenever I go to courses, it will not show me the courses just for the current semester, but a group of every course that I've ever taken, which is annoying as I will then need to select the current semester from the drop down every time.
- That I can't use some features on my phone when I am not on my laptop.
- Laggy
- That submission can be easily missed; I had one assignment that did not go through and I did not notice because it was late. However, there should be some type of notification that suggests that you attempted it and it failed
- I do not like the way the discussions are listed now. I preferred the previous method of clicking on each name to see the material. It's frustrating to have to scroll through the feed every time.
- It's hard for me to find group help or tutors

- push Due process and signing in
- Too many places to click to grab or submit paperwork.
- Initially I had fears about starting a certification program online
- It is brand new and I am not use to change. At first the Modules are very confusing the setup etc. However, after had taken two classes using bb ultra it becomes more familiar. It just takes time to familiarize yourself with it that's all.
- activity stream is always months behind or ahead. it tells me i have things overdue that i handed in last semester or tells me an assignment is due when it isnt due for another month or more
- The instructions are never available before we open the assignment. When you have to look back you have to exit and enter so many assignments just to get a glance at something. Same with discussions, why do we HAVE to start attempts at assessments just to see instructions?? Why are assignments and quizzes and every thing all thrown under “content”?! The only reason we use this is for the “content” and that couldn’t be split into separate categories? All in all, it’s doing too much for the wrong reasons. You made it that much more difficult to actually reach the information we need and use. This looks like it’s doing more, but we will always need our instructions and assignments to be accessible, we do not need new “groups” and “messages” that no one uses. If they are used they are aggregating and the content of them can always be managed through emails; no need for all this crowding.
- it is harder to find everything
- Finding the textbook
- That some of our professors do not seem to be up to date on its features.
- Everything. Switch to canvas.
- The notification system
- its very helpful
- I don't like how the due dates for assignments are not in order on the gradebook section grid and I don't like how it says you failed, like 0/100 or it will say late and which effects your overall grade and if I wanted to show my family my grades I couldn't until the teacher fixed it. Even if I submitted on the due date, because I failed a class because of my schedule with work and school.
- I wish you could see the statistics for the course grades for each assignment. This helps me know how much work I should put in compared to my peers. You can do this in canvas.
- Black board Ultra never organizes the roster of courses in the order of which semester i am currently enrolled in. Rather it shows all of them in totality meaning every single class I've ever taken shows first, and i have to physically filter them to the current semester every single time in the app. The app for IOS is not user friendly nor is any of the help desks streamlined and often requires multiple attempts to achieve any assistance. The original black board software was more user friendly in my opinion.
- I enjoy it
- All classes show up instead of only that semester. I have to constantly sign in there should be a trust this device feature. The dual thing is annoying.
- Clunky log in experience - not all the time but when it happens it can take a few attempts to log in
- Projects such as essays need to be opened after you view an attempt or start an attempt.
- everything.
- I do not like Blackboard. It is confusing and not effective. I prefer Canvas.
- personally not a fan of quizzes/tests being a folder like other assignments. I always feel like I'm going to accidentally hit the "x" button and close the folder during a quiz.
- Discussion board changed from last spring. It is so uncomfortable to use. Why did you change the bb. I

don't understand

- What I like the least about blackboard is finding and researching takes time consuming.
- you cant upload videos
- read previous
- the layout
- there are times, it is very confusing, and when you change the features, even the professors do not understand the system
- I have no complaints, I found Blackboard Ultra to fulfill all needs of my online class.
- too many areas to look for assignments then content. Would be nice if they could all be in one area. The Assignment with the content for that assignment and the location to post it. Waste a lot of time looking for the information and then links do not work.
- Constantly having to log in.
- One aspect that users at William Paterson University might find less favorable about Blackboard Ultra is its occasional technical glitches or system downtime. While Blackboard Ultra generally offers a smooth and efficient learning platform, technical issues such as system crashes or slow loading times can disrupt the teaching and learning process. This can be frustrating for both instructors trying to deliver content and students attempting to access materials or submit assignments on time.
- I would really like to be able to name my courses myself, and not just have the course number as the name. If I could rename/organize my classes into folders that would be helpful too.
- the font size does not come out correctly as professors ask for. somewhat difficult to adjust.
- I do not like blackboard.
- I find it difficult to view rules to assignments as you have to hit the "start attempt" button to find the instructions. I also am not a fan of the new layout of the course content. It is less organized overall and difficult to find course material.
- Everything
- n/a
- I needed clarification on why some of the assignments from Modules I had not completed were marked "Late." Other than that, I have no complaints. You should give more instructions for the platform to the professors who need to use it.
- Really can not say because I have been having issues.
- I found it difficult to eliminate the courses that I took the last semester.
- putting the password and info every time I use it
- It is not APA format friendly.
- I find it inconvenient to have to repeatedly navigate in and out of the same module for a course. While I understand that there may be different aspects to the module, it can be quite cumbersome, and I sometimes end up clicking out of my course or Blackboard altogether. It could just be me getting familiar with BlackBoard, but it is quite time-consuming. Furthermore, when an assignment is due, it is not clearly outlined in the module but rather in the "start submission" section, which makes no sense. Lastly, I had a complete discussion assignment with comments from my instructor disappear. I am unable to delete my work once it has been posted, and my instructor also has this setting in place. The sudden disappearance of the assignment is a cause of concern for me.
- ALL
- discussion board, the format is off compared to word document and we are not able to edit after posting.
- I get lost looking for actual assignment descriptions. There seems to be only one path to find discussion

board and writing prompts and that gets annoying.

- See previous answer. I did not have anything that I liked. Every day I use Blackboard is a chore.
- its set up very inconveniently, and the professors can't use it correctly. Canvas is much better
- Everything
- The thing I like least, by far, is that thing that slides out from the right when you click on an assignment or a course. I would say just get rid of that whole sliding thing and just add a back button or home button or something because it gets annoying when you want to like duplicate tabs and stuff like that.
- The calender is not user friendly
- The fact that this one signs you out after a little while, it gets repetitive having to sign in every single time
- nothing really
- When taking a quiz, I'm fearful of toggling to look at other information needed with information in blackboard and submitting quiz by mistake.
- The change to the Discussion post interface. The previous version was more user friendly and easier to follow.
- Can! Vas!
- when copy paste a discussion post I initially created on google docs, the format is undone by blackboard. There is no option to hanging indent references on blackboard submission so even though I followed APA7 format in creating the document, BB undoes formatting and I have lost points on every assignment because of the incompatibility and inability to reformat it (double work) when submitting.
- So far so good.
- Finding information
- the dull colors
- That it was chance so fast
- The discussion post's word processor is kind of lacking. Most of my courses require a specific format such as APA or MLA, but there are not enough features in the word processor for me to format my entries directly. I kind of have to just upload a word document, but then it's hard for fellow students to be able to respond properly. When I copy and paste text from Word to the discussion board directly formatting does not transfer well at all. Spaces between words go missing, and it's almost impossible to indent paragraphs properly. I can't do hanging indents either. I've lost points in my grade because the word processor would not cooperate with the academic guidelines set forth by my classes.
- The font size and formats not easy. It has no spell check and tables very difficult to format.
- One dislike is that I cannot modify a discussion once posted, and it is before the due date.
- Messed up activity stream, caused a LOT of confusion.
- poor internet connect and sometimes the problem of logging in password.
- Neutral.
- Still problematic and not formatting properly when posting in discussion boards
- Confusing to navigate sometimes. Discussion board threads are more confusing that the original BB. Cannot view assignment instructions until we start an attempt of the assignment
- Some things are confusing. Sometimes it will automatically post grades to my gradebook, even if the teacher did not review it yet.
- I need to learn more about it. It is my first time using it and getting familiar with it.
- I have no complaints.
- mostly everything, a lot of places where I usually locate my assignments and quizzes were hard to navigate at first, it also doesn't give us the option to remove the classes I already taken and also removing

old messages.

- Getting more assignments when I'm not at school
- Everything is ok.
- Professors do not grade assignments as quickly and post them.
- everything. submissions are difficult, professors can barely use it, it doesn't update as fast as it once did. it is a hindrance
- I did not like data management, because if you make a mistake with dates, it will throw the course off.
- I hate the "courses" tab especially when it first opens when it'll load up the "current courses" page. this page is NEVER accurate, I always have to manually scroll to my REAL CURRENT semester. strange this hasn't been fixed by now.
- Sometimes the online format for myself is confusing, especially when due dates are involved.
- I can find all my assignments
- Nothing much. I only wish there was a widget that I could add to my phone so that I can look at courses/assignments/calendars etc. Other than that, this is great!
- it's still Blackboard and not Canvas
- Message format
- timeouts
- Due date issues, Discussion Boards, and the Calendar. NONE of these features properly work and have proper due dates attached. Especially Discussion Boards should have the options for two due dates since most of the time they are two parts. Due dates are never properly displayed on the contents page, and the calendar doesn't display ANY assignments. It is a useless junk page.
- Dashboard should be less cluttered.
- there are too many options for teachers to put their assignments therefor making it more difficult for me to get all my work done because it isn't organized properly in front of me especially teachers that are fully online they don't make it easy to access their content and yet have strict timelines
- Courses don't always show up in the right order. I wish there was an option to hide older courses on default.
- The app
- The glitches with logging in on tablets and phones using the bb app
- How Blackboard looks now.
- sometimes froze
- many links that did not work, why are there 5 million links for books that have nothing to do with the course. Why isn't tutor.com built into the essay verification process. Why aren't all assignments posted on the calendar. Why are the books not centralized to one website. My other school had all the books in one app, instead of chasing books around from app to app.
- Too many different places to receive information and messages from instructor. Important information can be missed because you have to check 12 different places. Due dates were not able to be listed effectively (part of an assignment due one day and another part due another could only be listed as a single due date). Too many buttons to click through to view assignments, and even materials posted were not marked as "complete" after viewing them, which left multiple modules of my program stating "4 out of 7 completed" or something similar. It was also not easy to access feedback and rubrics from the gradebook.
- There are some features that are not used and the "class collaboration" seems to not work at times.
- The least thing is that I believe mistakes with grades and tests goes wrong sometimes.

- The discussion forums are poorly designed. Finding posts is tedious.
- Some professors do not add all assigned grades.
- It would nice if you could get text alerts to go with the email alerts so you don't miss announcements by forgetting to check email.
- It's all good .
- That I get logged out and need to log in a ridiculous amount of times on my personal devices
- everything its just really confusing on how to use and we get no feedback from teachers
- Pasting and coping assignments.
- On my ipad or phone my classes from last semester pop up first so i have to go and change it to spring semester.
- The way course content is presented is odd. You can't always find information about the assignment where it should be and have to hunt in several different places to get a complete picture
- The main issue I have with Blackboard is that I have accidentally submitted the incorrect assignment. A document submitted by a student cannot be removed. Regretfully, students are only allowed to submit an assignment once through Blackboard. This presents a challenge because sending in your assignment via email requires you to notify the professor and request permission.
- i like everything
- that sometimes it shuts down while I'm taking a quiz
- all features were useful
- calender
- Something that I least like is that in the calendar feature it doesn't show that you have done an assignment. I think that in the calendar you should be able to show that you have completed the assignment.
- When scrolling through PowerPoints and pages of documents it is not smooth it is jumpy making things very hard. This issue forces you to download the document externally which is annoying because I could just look at it on the blackboard site if it wasn't broken. I also feel that this 'upgrade' from old blackboard is more of a lateral move and did not change much, just made things go in a different spot but did not create any ease, which I think was the point of the change. I wish we still had the backboard from last year it was less buggy and more seamless. This one will randomly log you out sometimes too. Also, I hate that the name of the course is the course number not the actual name. This makes it so that when you have two classes with the same professor and similar course number, you have to join both just to see which is which every single time. I also dislike the upload process when it comes to the new blackboard. If I want to upload something then I have to convert it to a pdf and save it to my laptop, rather than just posting it straight from my microsoft onedrive.
- Cannot view assignment details without opening/ starting the submission tab
- The calendar's layout doesn't make it easy to find assignments due in the future, a larger scale layout for the calendar might be a better choice for viewing when assignments or other things are due.
- I can't get rid of classes I've taken previously and they clutter up my roster. It makes it harder to use the platform.
- On the phone, you can not see the professors names, that makes it hard to navigate the app.

Appendix D. Responses to Students' Experiences Using Blackboard Ultra

- None. It's has been a great experience
- It is clunky, awkward, and poorly designed. The idea that you need to hit the submit button to view an assignment is ludicrous. Finding feedback on assignments is impossible. The fact that certain features are not used by every professor suggests that it is burdensome to load information into the site. Overall, I am not impressed or satisfied with the program.
- no, I only need my 50 hours pre service
- Average.
- its my first time I useing it
- enjoyed the prof material's
- it has been good throughout the semester
- The discussion board just ruins the whole thing. Also, I am not able to access previous assignments to see feedback/rationales.
- The use of Blackboard is making my learning experience a great one.
- I'm getting used to it.
- It isn't very easy to access on mobile device
- I already said it, it's frustrating.
- N/A. Excel admin needs to up lift the restrictions for add on for excel programs especially unique courses like Business stats, Product Operations and more financial business course which use complex math for homework.
- great professor,,,, his materials are really good. but bb ruins everytghing.
- Professors do use articles with a lot of learning, and they should link them to the library entry. Professors they should post all assignments in each module introduction. Professors should be urged to use the calendar for all assignments, most of them don't.
- It's been pretty well
- I do not like how Blackboard is formatted this semester. It is frustrating.
- I do not use any of the features that are unique to blackboard ultra that were missing in the regular blackboard. I actually cannot use some features now, like the iOS app, because of this update. Highly disappointed with this decision.
- it is less userfriendly than the older version of BB
- No everything is great so far.
- Professors need to also be significantly better at organizing the information and files they are providing. It is very difficult to find documents and files if they are not forced in some way to be organized.
- assignments should still get credit even if they are late
- Please do a redesign and make it more convenient for users.
- This was a difficult semester due to personal loss.
- So far, I'm ok with Blackboard this semester, its working perfectly for me as of now.
- Expand my learning experience with online classes
- More user friendly.
- really good choice for students. Thank you
- It's good and a effective way to submit work.
- It's good
- It is just a great system. Glad to use as a student.

- i really like blackboard is very easy and effective
- It is very difficult to navigate.
- it gets annoying when I log into blackboard on my laptop, but then requires me to log in again minutes later if I use a different device. platform is slow at times, and lead to some annoyances when trying to turn in some assignments
- i hate it
- I have nothing else to provide back to Blackboard expect that I hope that this semester we still little improvements towards the things I mention about I dislike the most about Blackboard Ultra.
- No, my experience is overall very good.
- I wish it was more standardized for the professors. Some have it figured out and others are all over the place. I see that the product works if used as designed. But there must be shortfalls somewhere for professors to have issues with entering deadlines/assignments/grades. Lots of little glitches during the transition period.
- Gradebook for classes that have labs does not count the two classes separately and only shows grade for lecture
- Too confusing, too much unnecessary content and pages that made it difficult to view or find content. Should have just left the previous version alone.
- great tool for online classes
- Nope, it's been easy to use and helpful
- Just remembered something... Whenever I go into gradebook, I notice different types of assignment are grouped together, and so I would constantly need to sort by date in order to see the grade of assignments that is all spread out. I.e. for PBHL2200-080, each week I have to complete a quiz, an assignment, and a discussion board. So when I go into the grades tab, the quizzes are sorted together, then assignments, then discussion boards. So essentially the grade I receive will display in 3 different sections and I have to scroll all the way down (as this page also displays items that aren't due yet) to see each of the 3 grades I received for the week. To avoid that, I have to click on "sort by date" every single time I go into the grades tab, and this applies to other classes too. Not sure if there is a button/option to make it so that assignments that are graded will always appear at the top sorted by date.
- I been in school since 2018. I did my last 2 semester with this new version if BB... and It F*cking sucks!
- So much of it is unnecessary. It looks like it wants to look like it's doing a lot and it does nothing. The crowding of everything we use under "content" is honestly disgusting. And to think this cost the school money that could be going to professors, who also have to deal with this crap, it's all disgusting. Do better.
- Switch to canva s
- ita useful
- Yes I failed a class after explaining to my teacher that I was moving and needed time after they told me to express that and which I did but still failed.
- go back to original application
- I feel like blackboard is not great. The due dates are not accurate and it is difficult to quickly see what I have due on my phone. It also does not load when I click certain tabs on my phone either.
- I would like to complete this survey when I actually finish my course. I think there are some features we haven't had to use yet that we may end up using in a few weeks. Also, I would have taken the tutorial but didn't find the resource.
- Discussion board has newly upgraded. It is so uncomfortable
- No this is my first semester using it so I'm still getting used to it but I like it.

- For me no but so far I am ok though because I am enjoying it because I really like the system on Blackboard Ultra.
- It is easy to use and I am able to post my discussions without any problems. I can post my Homework assignments on BB without any problems. it's easy to use.
- its horrible
- It is still difficult to navigate and many of my peers and professors are having difficulty with it too. It is difficult for some of my professors to put assignment dates, which makes it more difficult for students as well. Even with the trainings, I still find it slightly difficult.
- It's glitchy and bad Would not use again B bye
- Again, there is a disconnect regarding assignments in my asynchronous class. Sometimes I will see an item I still need to complete marked late. Sometimes, I will see certain parts of the Module my professor gives me as still needing to be completed or viewed, and I have completed said section of the Module.
- It's been horrifying and has heightened my anxiety and sent me into depression. This new way has made me not want to continue with school.
- easy to use
- It needs to be APA format compatible.
- I believe I have expressed my concerns and views on BlackBoard
- So far every professor has requested to email them rather than use Blackboard messages. That is fine with me. No issues with that. I thought it was important to note when classifying ease of use for Blackboard messages.
- Useless in my field of study. A syllabus , email and zoom are sufficient tools for college
- Look at how Canvas organizes their courses. Its the best platform. Blackboard sucks.
- I think it could use a GUI change
- using blackboard in the beginning is very intense but like with anything, you keep practicing at it long enough it gets easier.
- It requires multiple tabs of it open which isn't even that intuitive to do
- Discussion posts are difficult to impossible to format
- The upgrade to ultra had broken a lot of the content for my online courses. My professors weren't aware of the changes and had difficulty reformatting things which slowed down the pace of a very intense course load which ultimately made students suffer as has the new word processor built into the discussion boards. they lack the ability to properly format to MLA and/or APA guidelines even when copying and pasting proper formatting from Microsoft Word to a discussion entry or comment. This also has made my grades unnecessarily suffer when the expectation from professors is to follow these guidelines in everything we upload or post.
- It's easy to use. The lectures and discussion boards easy to follow.
- Blackboard has been very beneficial for me.
- Very easy to use. I just log in go through what I need to real quick and then I'm done. No stress at all. It is very self explanatory but I would like to use some options that I haven't used yet such as the online journal. some things I did not even know about.
- Submitting assignments is difficult and it is hard to see my teachers feedback.
- Great access and made my semester great.
- I personally liked the old blackboard, I do encourage for you guys to allow better accessibility because it could lag very badly and also give options to save the content the professor puts on blackboard
- This survey has been too long. Shorten it up a bit.

- *i love it how easy is too navigate and explains everything very clear*
- *it sucks*
- *fic the current courses page*
- *No. Not at the present time.*
- *It has online orientation that help the students understand the material*
- *I want to highlight the major due date issue especially with discussion boards, and also mention that many professors do not properly update or organize their blackboard making it useless and more difficult.*
- *It is very intuitive.*
- *The old Blackboard from two years ago was better.*
- *Please do not make too many changes. The site is so easy to navigate.*
- *uploading multiple pdf / documents to a course assignment becomes a little tricky to navigate with the last assignment opening and an internal navigation slider which can make it difficult to check to see all items loaded properly. I have had to cancel the upload on a number of occasions and retry.*
- *It has been an exciting experience it was easy to understand the blackboard . and submit the assignment in time. It's easy to find the resources .*
- *Blackboard allowed me to track my assignments more efficiently. I Feel like that is an awesome feature for me.*
- *the only thing is when I took my quizzes it kept frizzing and few of my assignment were submitted by itself for my finance class, which I had to email the professor regarding the error*
- *easy*
- *I feel that this upgrade was unnecessary and not a smart choice. Just because something is new, that does not mean it is better.*

Appendix E. Requests For Specific Features, Functions, Or Tools in Blackboard Ultra

- Again, there is a disconnect regarding assignments in my asynchronous class. Sometimes I will see an item I still need to complete marked late. Sometimes, I will see certain parts of the Module my professor gives me as still needing to be completed or viewed, and I have completed said section of the Module.
- assignments should still get credit even if they are late
- Average.
- Blackboard allowed me to track my assignments more efficiently. I Feel like that is an awesome feature for me.
- Blackboard has been very beneficial for me.
- Discussion board has newly upgraded. It is so uncomfortable
- Discussion posts are difficult to impossible to format
- easy
- easy to use
- enjoyed the prof material's
- Expand my learning experience with online classes
- fix the current courses page
- For me no but so far I am ok though because I am enjoying it because I really like the system on Blackboard Ultra.
- go back to original application
- Gradebook for classes that have labs does not count the two classes separately and only shows grade for lecture
- Great access and made my semester great.
- great professor,,,, his materials are really good. but bb ruins everytghing.
- great tool for online classes
- I already said it, it's frustrating.
- I been in school since 2018. I did my last 2 semester with this new version if BB... and It F*cking sucks!
- I believe I have expressed my concerns and views on BlackBoard
- I do not like how Blackboard is formatted this semester. It is frustrating.
- I do not use any of the features that are unique to blackboard ultra that were missing in the regular blackboard. I actually cannot use some features now, like the iOS app, because of this update. Highly disappointed with this decision.
- I feel like blackboard is not great. The due dates are not accurate and it is difficult to quickly see what I have due on my phone. It also does not load when I click certain tabs on my phone either.
- I feel that this upgrade was unnecessary and not a smart choice. Just because something is new, that does not mean it is better.
- i hate it
- I have nothing else to provide back to Blackboard expect that I hope that this semester we still little improvements towards the things I mention about I dislike the most about Blackboard Ultra.
- i love it how easy is too navigate and explains everything very clear
- I personally liked the old blackboard, I do encourage for you guys to allow better accessibility because it could lag very badly and also give options to save the content the professor puts on blackboard
- i really like blackboard is very easy and effective
- I think it could use a GUI change

- I want to highlight the major due date issue especially with discussion boards, and also mention that many professors do not properly update or organize their blackboard making it useless and more difficult.
- I wish it was more standardized for the professors. Some have it figured out and others are all over the place. I see that the product works if used as designed. But there must be shortfalls somewhere for professors to have issues with entering deadlines/assignments/grades. Lots of little glitches during the transition period.
- I would like to complete this survey when I actually finish my course. I think there are some features we haven't had to use yet that we may end up using in a few weeks. Also, I would have taken the tutorial but didn't find the resource.
- I'm getting used to it.
- Is there anything else you would like to tell us about your experience using Blackboard this semester?
- it gets annoying when I log into blackboard on my laptop, but then requires me to log in again minutes later if I use a different device. platform is slow at times, and lead to some annoyances when trying to turn in some assignments
- It has been an exciting experience it was easy to understand the blackboard . and submit the assignment in time. It's easy to find the resources .
- it has been good throughout the semester
- It has online orientation that help the students understand the material
- It is clunky, awkward, and poorly designed. The idea that you need to hit the submit button to view an assignment is ludicrous. Finding feedback on assignments is impossible. The fact that certain features are not used by every professor suggests that it is burdensome to load information into the site. Overall, I am not impressed or satisfied with the program.
- It is easy to use and I am able to post my discussions without any problems. I can post my Homework assignments on BB without any problems. it's easy to use.
- It is just a great system. Glad to use as a student.
- it is less userfriendly than the older version of BB
- It is still difficult to navigate and many of my peers and professors are having difficulty with it too. It is difficult for some of my professors to put assignment dates, which makes it more difficult for students as well. Even with the trainings, I still find it slightly difficult.
- It is very difficult to navigate.
- It is very intuitive.
- It isn't very easy to access on mobile device
- It needs to be APA format compatible.
- It requires multiple tabs of it open which isn't even that intuitive to do
- it sucks
- It's glitchy and bad Would not use again B bye
- It's good
- ita useful
- It's been horrifying and has heightened my anxiety and sent me into depression. This new way has made me not want to continue with school.
- It's been pretty well
- It's easy to use. The lectures and discussion boards easy to follow.
- It's good and a effective way to submit work.
- its horrible
- its my first time I useing it

- Just remembered something... Whenever I go into gradebook, I notice different types of assignment are grouped together, and so I would constantly need to sort by date in order to see the grade of assignments that is all spread out. I.e. for PBHL2200-080, each week I have to complete a quiz, an assignment, and a discussion board. So when I go into the grades tab, the quizzes are sorted together, then assignments, then discussion boards. So essentially the grade I receive will display in 3 different sections and I have to scroll all the way down (as this page also displays items that aren't due yet) to see each of the 3 grades I received for the week. To avoid that, I have to click on "sort by date" every single time I go into the grades tab, and this applies to other classes too. Not sure if there is a button/option to make it so that assignments that are graded will always appear at the top sorted by date.
- Look at how Canvas organizes their courses. Its the best platform. Blackboard sucks.
- More user friendly.
- N/A. Excel admin needs to up lift the restrictions for add on for excel programs especially unique courses like Business stats, Product Operations and more financial business course which use complex math for homework.
- No everything is great so far.
- No this is my first semester using it so I'm still getting used to it but I like it.
- no, I only need my 50 hours pre service
- No, my experience is overall very good.
- None. It's has been a great experience
- Nope, it's been easy to use and helpful
- Please do a redesign and make it more convenient for users.
- Please do not make too many changes. The site is so easy to navigate.
- Professors do use articles with a lot of learning, and they should link them to the library entry. Professors they should post all assignments in each module introduction. Professors should be urged to use the calendar for all assignments, most of them don't.
- Professors need to also be significantly better at organizing the information and files they are providing. It is very difficult to find documents and files if they are not forced in some way to be organized.
- really good choice for students. Thank you
- sadsfgfdrgseadefghngdsrefgdhnrewdfgbde
- So far every professor has requested to email them rather than use Blackboard messages. That is fine with me. No issues with that. I thought it was important to note when classifying ease of use for Blackboard messages.
- So far, I'm ok with Blackboard this semester, its working perfectly for me as of now.
- So much of it is unnecessary. It looks like it wants to look like it's doing a lot and it does nothing. The crowding of everything we use under "content" is honestly disgusting. And to think this cost the school money that could be going to professors, who also have to deal with this crap, it's all disgusting. Do better.
- Submitting assignments is difficult and it is hard to see my teachers feedback.
- Switch to canva s
- The discussion board just ruins the whole thing. Also, I am not able to access previous assignments to see feedback/rationales.
- The old Blackboard from two years ago was better.
- the only thing is when I took my quizzes it kept frizzing and few of my assignment were submitted by itself for my finance class, which I had to email the professor regarding the error
- The upgrade to ultra had broken a lot of the content for my online courses. My professors weren't aware of the changes and had difficulty reformatting things which slowed down the pace of a very intense course load

which ultimately made students suffer as has the new word processor built into the discussion boards. they lack the ability to properly format to MLA and/or APA guidelines even when copying and pasting proper formatting from Microsoft Word to a discussion entry or comment. This also has made my grades unnecessarily suffer when the expectation from professors is to follow these guidelines in everything we upload or post.

- The use of Blackboard is making my learning experience a great one.
- This survey has been too long. Shorten it up a bit.
- This was a difficult semester due to personal loss.
- Too confusing, too much unnecessary content and pages that made it difficult to view or find content. Should have just left the previous version alone.
- uploading multiple pdf / documents to a course assignment becomes a little tricky to navigate with the last assignment opening and an internal navigation slider which can make it difficult to check to see all items loaded properly. I have had to cancel the upload on a number of occasions and retry.
- Useless in my field of study. A syllabus , email and zoom are sufficient tools for college
- using blackboard in the beginning is very intense but like with anything, you keep practicing at it long enough it gets easier.
- Very easy to use. I just log in go through what I need to real quick and then I'm done. No stress at all. It is very self explanatory but I would like to use some options that I haven't used yet such as the online journal. some things I did not even know about.
- Yes I failed a class after explaining to my teacher that I was moving and needed time after they told me to express that and which I did but still failed.