

# Summer 2024 Instructor Feedback Report

## Executive Summary

### Background

Western University transitioned from the Sakai Learning Management System to Brightspace to enhance the educational experience, aligning with the strategic goals of growth, enriching the student experience, and preparing for future teaching and learning needs. The Centre for Teaching and Learning (CTL) and Western Technology Services (WTS) facilitated this transition, providing various training resources to support instructors.

### Purpose of the Survey

The survey aimed to gather feedback from instructors using Brightspace during the Summer term to understand their experiences and challenges. This feedback was used to develop targeted training resources and collaborate with WTS for prompt technical solutions.

### Methods

All instructors (n=578) teaching in OWL Brightspace during the Summer Session of 2024 were invited to participate in a survey via Qualtrics. The response rate was 15% (n=89). The survey included open-ended questions to gather detailed feedback on the usability of Brightspace tools, the Brightspace Help webpage, instructor training, and challenges in submitting final grades.

### Summary of Findings

The feedback revealed mixed satisfaction among instructors. While many appreciated the platform's potential, there were areas for improvement, particularly in grading processes, course building ease, customization options, and overall functionality. Most of these areas have been addressed, and ongoing efforts will continue to enhance the teaching experience.

### Survey Results

**Participant Details:** Most responses came from instructors teaching fully online courses. The majority had no prior experience with Brightspace.

**Emerging Themes:** Four key themes emerged: the Brightspace learning curve and support during the transition, course setup and customization, teaching with Brightspace, and challenges in submitting final grades.

### Action Items

Several action items were identified and addressed during the summer and into the fall term to improve the training resources and support provided to instructors.