

Analysis of the TT Centre questionnaire results

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Work package: C: TL Centre (improvement of the TT-Centre)

Introduction

The TT-Centre (Teacher Training Centre) has been one of the major outcomes of the eLene-TT project, the successful predecessor of the eLene-TLC project. Part of the eLene-TLC project is to further develop the TT-Centre according to the user needs. Furthermore extend the target group from teachers and teacher trainers to cover the whole spectrum of people related to education and eLearning, from policy makers and instructional designers to students. In order to better meet the needs of the different target groups an online questionnaire has been developed allowing the TT-Centre users and visitors to give their opinion on several areas.

Questionnaire design

The questionnaire was based on the paper questionnaire produced at the end of the eLene-TT project to collect feedback on the newly developed TT-Centre. Some new questions were added to cover new aspects of the TT-Centre. There are 19 questions in the questionnaire, covering the following areas:

GENERAL INFORMATION

This covers information of the person taking the questionnaire. Although the questionnaire is anonymous, it is important to know the eLearning function of the person, i.e. in which target group the person belongs, as well as the eLearning experience of that person.

TT-CENTRE FUNCTIONALITY

The questions in this section cover the major functions of the TT-Centre and the users can enter how pleased they are with the TT-Centre. The **first impression** of the TT-Centre, the **navigation** and the **search engine** are the compulsory questions in this area and the users have the opportunity to add their own comments.

TT-CENTRE RESOURCES

The resources play the major part in the TT-Centre and this part of the questionnaire tries to find out how useful is the ID card of a resource, which displays all the resource information and which information of a resource is the most useful as well as which information might be missing.

TT-CENTRE SCENARIOS

The scenarios have also an important role in the TT-Centre as they guide visitors in different eLearning situations. The questions here cover the usefulness of the scenarios, scenarios the users might want to see and how these scenarios might be made more attractive.

COMMENTS

The last sections allows the persons taking the questionnaire to make general comments on the TT-Centre, what they find most attractive, what should be changed and what other features they would like to see. The final question is whether the user would use the TT-Centre again.

Questionnaire implementation

Several online questionnaires were checked for possible use for the TT-Centre questionnaire. Most of them were very expensive and included features that are not needed for our simple questionnaire.

LimeSurvey is an Open Source PHP web application to develop, publish and collect responses to online & offline surveys. The LimeSurvey PHP scripts were installed on the TT-Centre server and the necessary changes were made in order to run the scripts. The TT-Centre survey was created and made public. www.limesurvey.org

Running the questionnaire

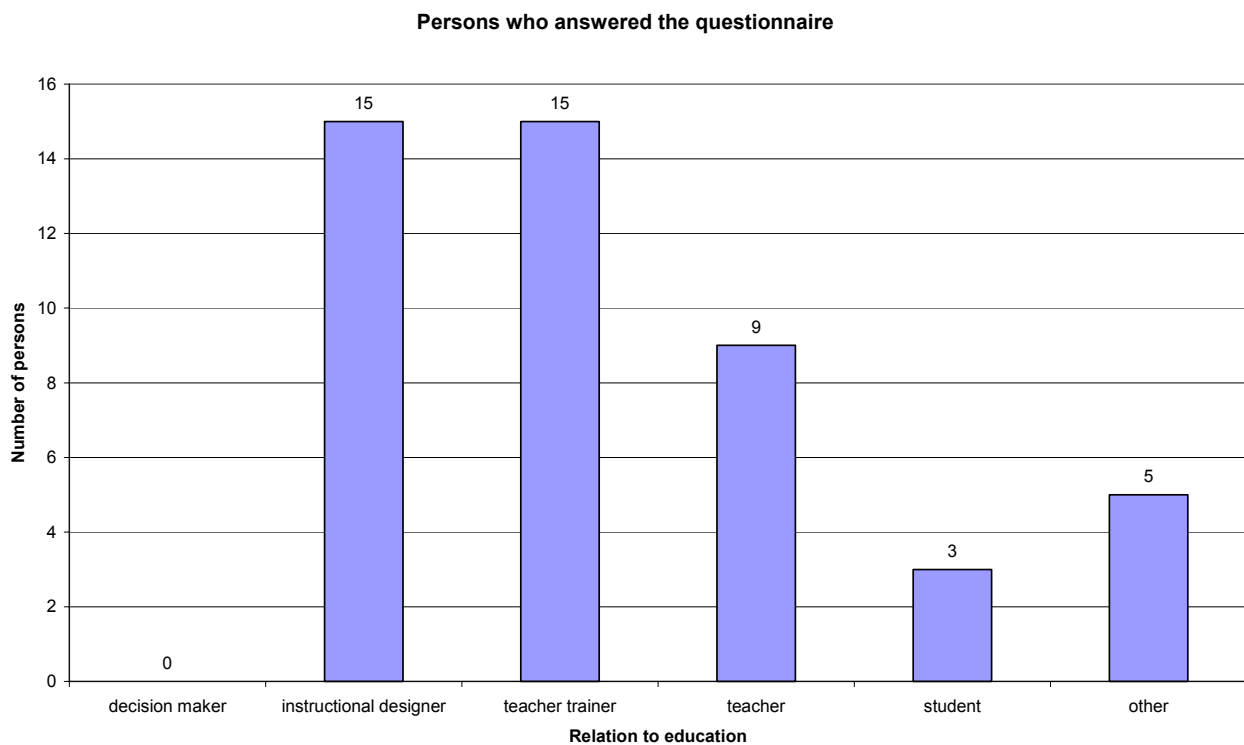
The questionnaire was made public in the middle of June and has been allowed to run till the end of November when a demonstration of the TT-Centre was made in OEB. Each partner tried to invite users and visitors of the TT-Centre to fill in the questionnaire. The goal would be to have 50 questionnaire replies and in preference from members of all the target groups, although it was quite clear from the beginning that it would be hard to attract decision makers and that there isn't yet enough information in the TT-Centre to attract students.

Questionnaire results

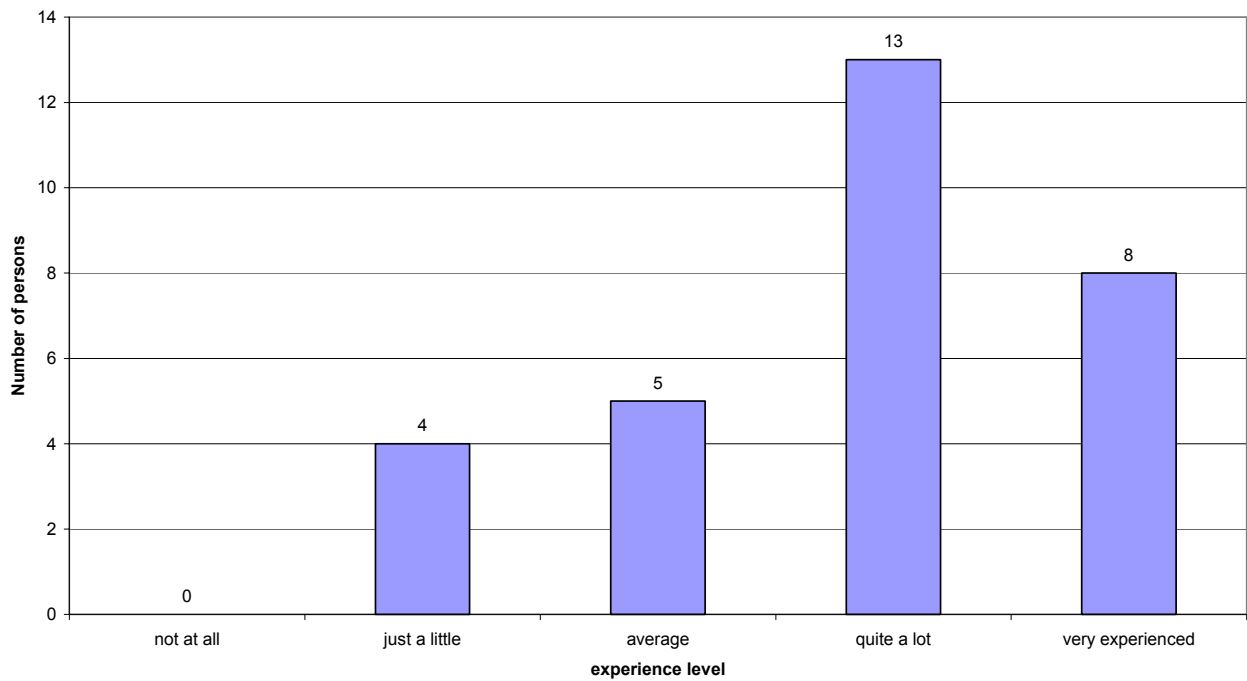
After five months of running the questionnaire the results have been collected. An analysis of the results can be seen below.

GENERAL INFORMATION

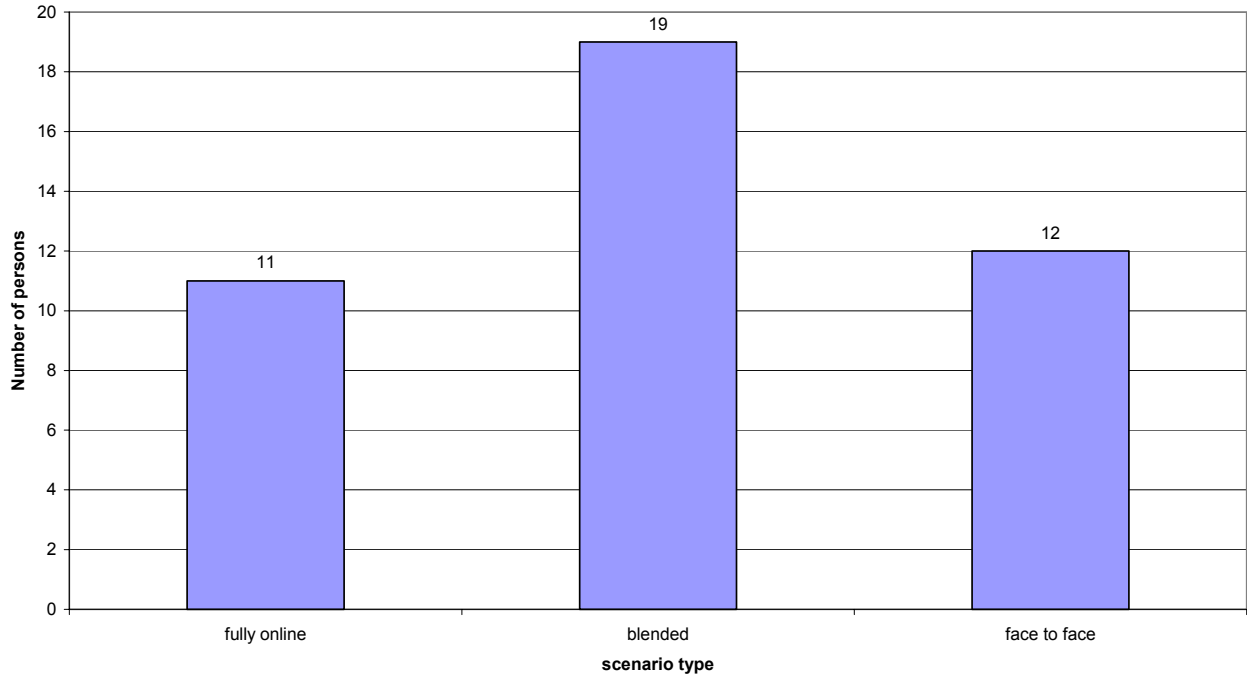
Although the questionnaire was available for a long time period the number of answers didn't reach the target. The reason for this could be that some of the questions required that the person would be quite familiar with the TT-Centre and would have spent some time in getting to know the features of the application. Nevertheless some of the answers are quite useful for the further development of the TT-Centre. As for the type of users who responded, there are no answers from decision makers, and only a couple of answers from students but this was to be expected. The level of eLearning experience of the people submitting the questionnaire is mostly quite high and the eLearning elements used differ quite a lot between the participants. Most participants use online or blended teaching/ learning scenarios; face to face are also used but in a lesser degree.



eLearning experience



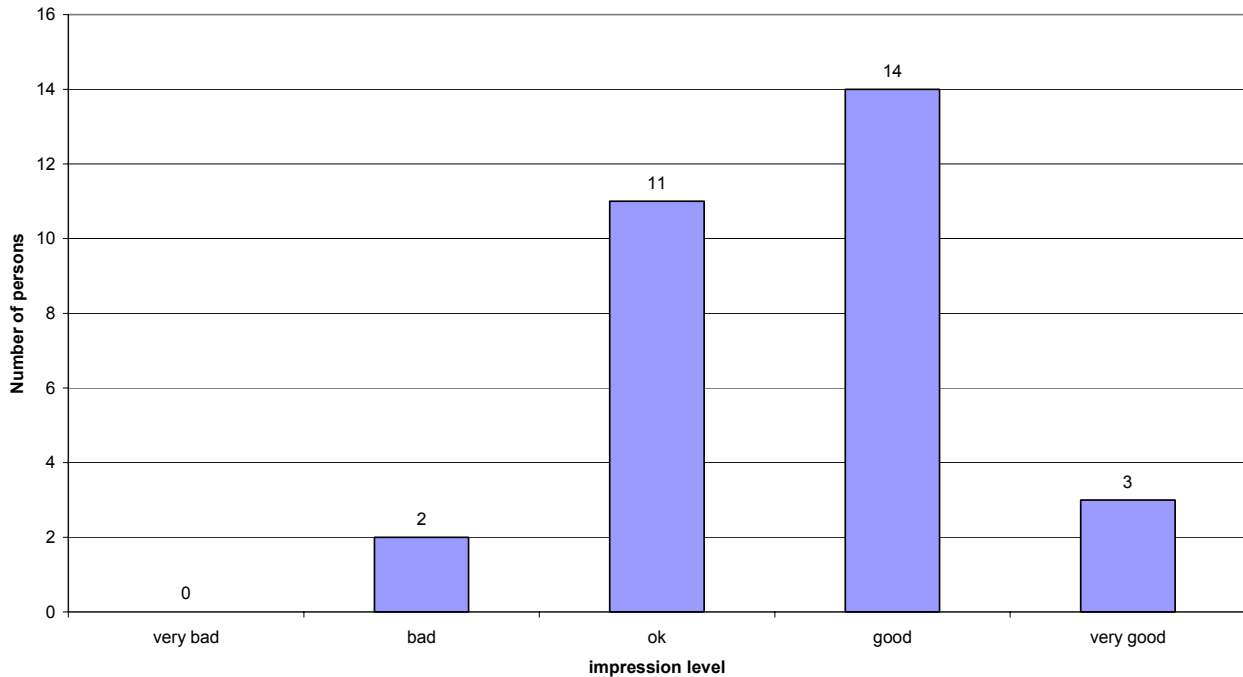
Teaching/learning Scenarios



TT-CENTRE FUNCTIONALITY

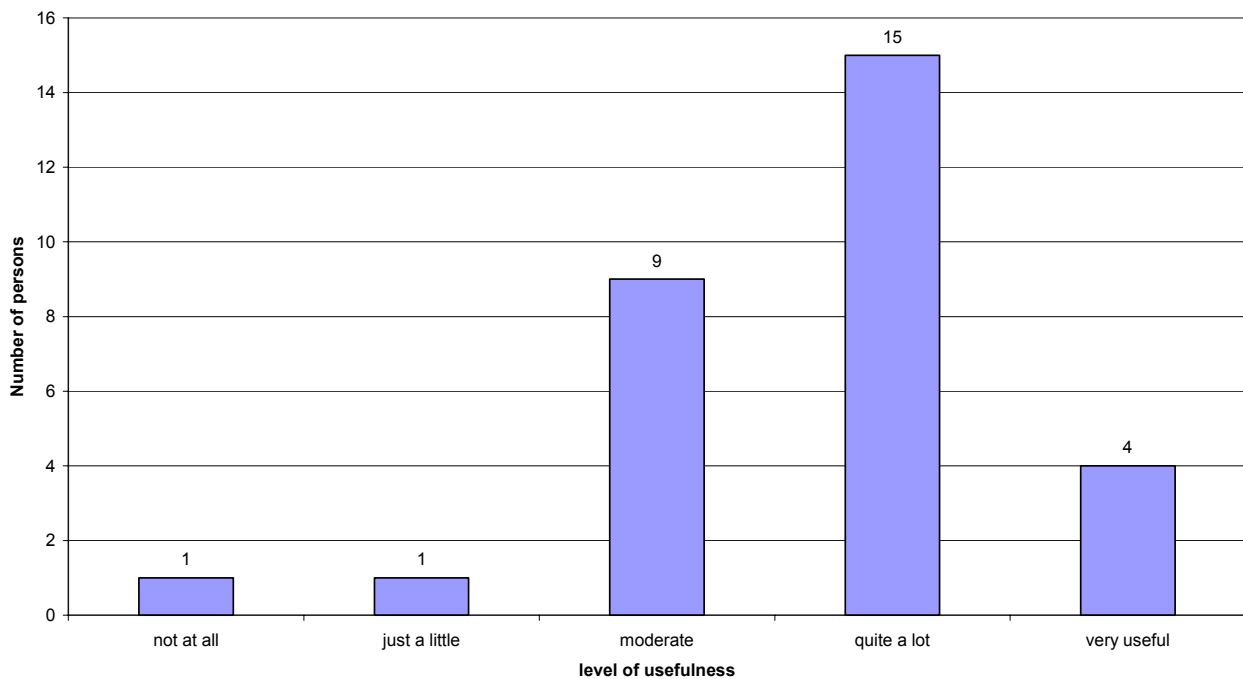
The **first impression** of the TT-Centre is mostly good or ok, there are a couple where the first impression is very good and also a couple with bad.

First impression

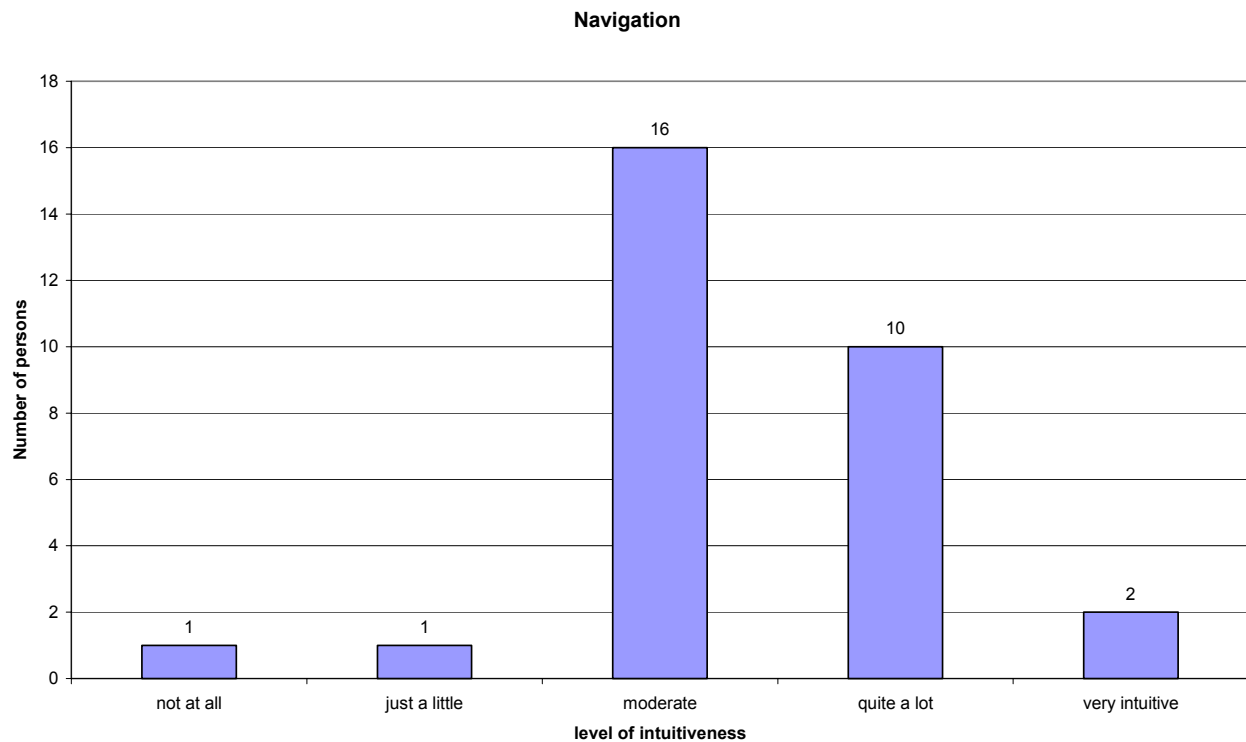


As for the **search engine**, half of the answers find it quite useful, a third moderate, and again only a couple really useful or a little useful.

Search engine



Almost 2/3 of the participants find the **navigation** moderate useful, a few find it quite useful and a couple don't find it useful at all or just a little.



Some comments of the participants in this area were:

- Change the navigation
- Include explanations for some of the terms used (e.g. TT-material)
- The first page is a bit full
- The scenarios are not linked
- If a user wants to solve an eLearning problem, they have no starting point

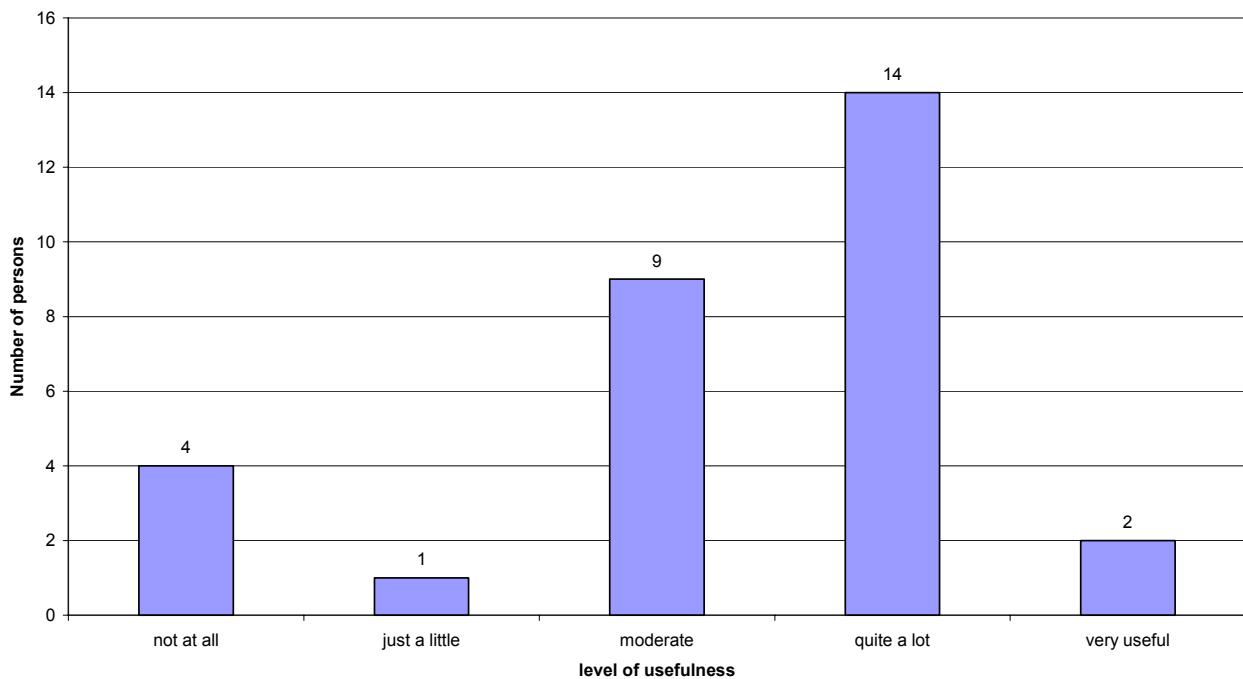
TT-CENTRE RESOURCES

The information on the resources (ID card) is generally good. More than half find the information quite useful or very useful and only 5 out of 30 find it below average. The most useful information on a resource is thought to be the description and the pedagogical use.

Other information that was requested from users is:

- year of creation
- demonstrations
- screenshots
- user experiences with the resource
- comments of other users

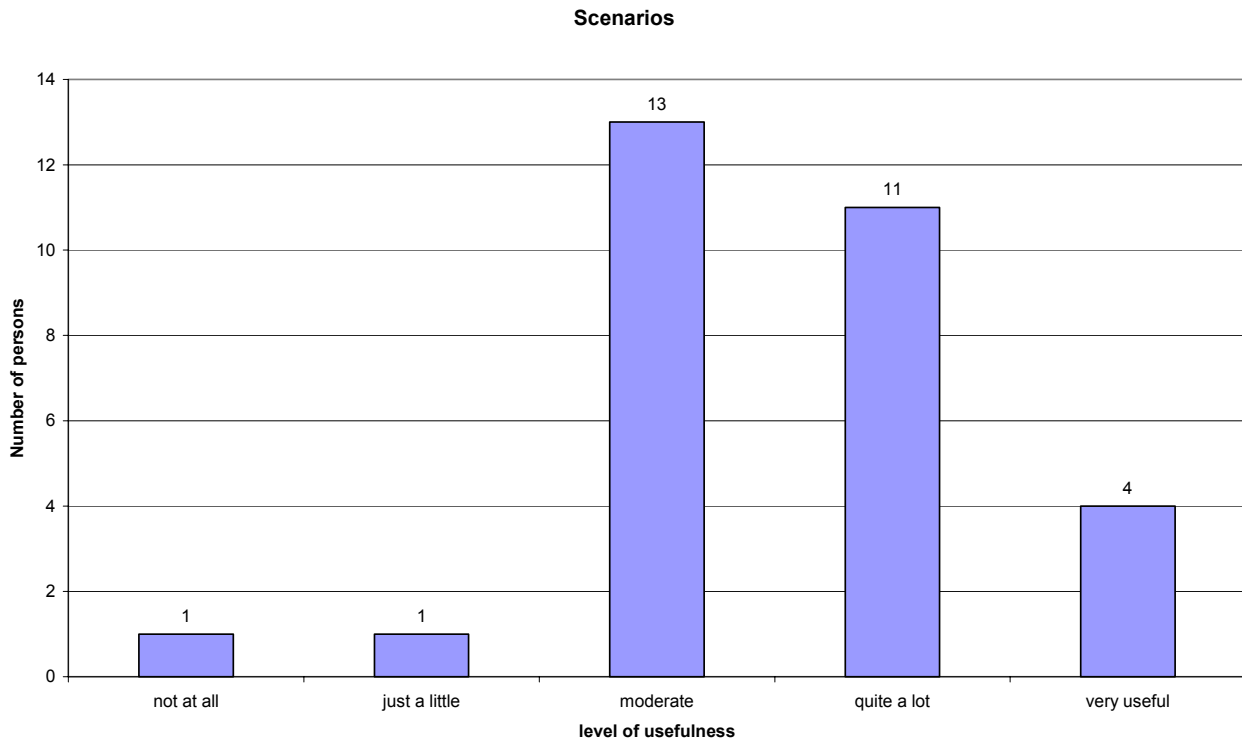
ID card information



Some negative comments on the ID card were that it was too long and contained too much information. This is true for some of the resources where most of the LOM parameters are filled in.

TT-CENTRE SCENARIOS

Half of the people answering the questionnaire find the scenarios quite useful or very useful. Almost the other half find them moderately useful and only a couple find them not useful or a little useful.



The existing scenarios would be used again if the teachers/teacher trainers found themselves in a similar situation, if they wanted to learn about the TT-Centre or if they were doing some workshops or courses on eLearning.

Other scenarios that might be of interest would be scenarios related to collaborative learning with computers and scenarios about the design process and institutional implementation of eLearning processes.

A very interesting idea was allowing the user to define the scenarios and asking the TT-Centre to find the resources which would be useful for that scenario. This process would be very similar to the search option where the user would define who they are and what they are trying to achieve and the TT-Centre would come up with useful resources.

Improvements on the scenarios included:

- making them more interactive – the idea above would cover this)
- give focus on the use of ICT (not the TT-Centre)
- make them shorter
- merge them to the search engine

COMMENTS

The most likable points about the TT-Centre are:

- bringing together different international tools/resources
- the scenarios
- clear structure of the website

Points that need attention are:

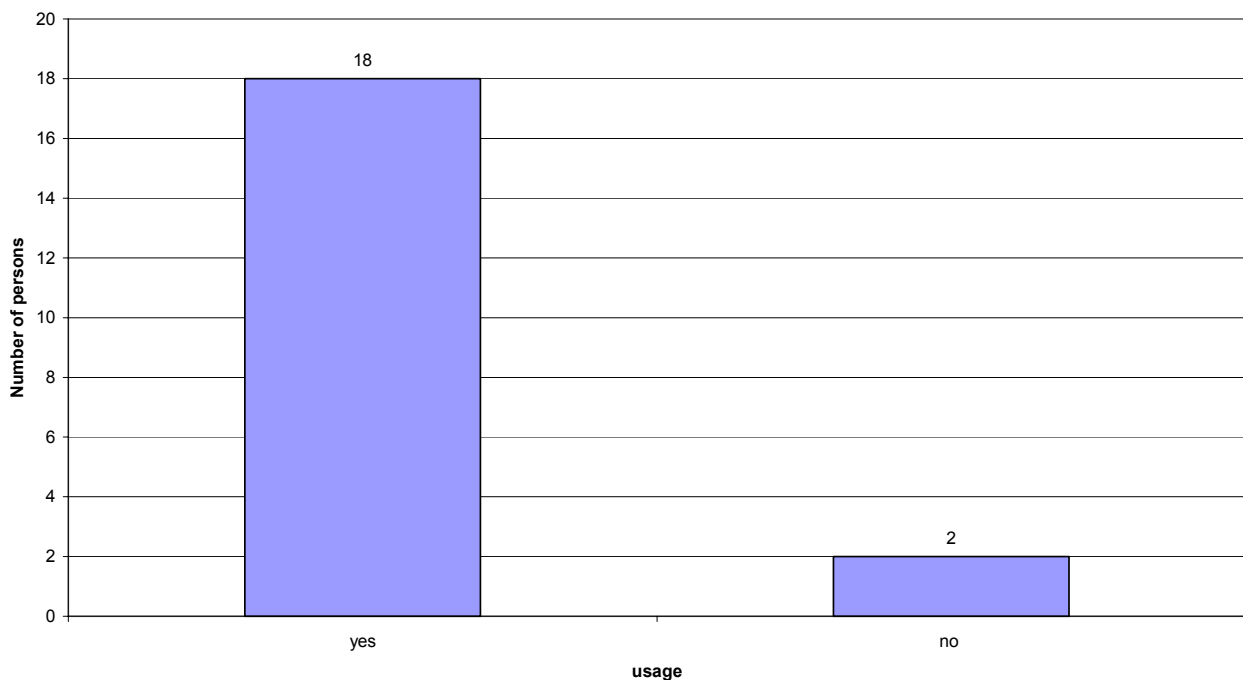
- include more resources but remove old ones
- have links to similar resource pools in other countries
- more interactivity
- the menu should be improved
- a lot of information – sometimes hard to extract
- connect the scenarios to the resources

New feature of the TT-Centre include:

- search option on intended end user
- forums and user communication
- RSS feeds
- personal page
- able to see which TT-Centre users are experts to a particular resource

As for the number of people that would use the TT-Centre in the future, most of the users will do so.

Future use of the TT-Centre



Possible improvements on the TT-Centre

TT-CENTRE FUNCTIONALITY

The **search function** can be improved or new search possibilities could be added to the existing ones. Although the existing ones work properly they require that the users have an idea of what they are looking for (resource list) or be familiar with the LOM and define their search according to the LOM parameters. Not all users are familiar with the LOM parameters and it is more often the case that a teacher or a teacher trainer is looking for resources that would help them complete a task. Therefore a search where a user can define their profile and their task and then get the related resources would be the most appropriate.

The **navigation** is one area where there is room for improvement. Although it is functioning without problems it could be changed to function like in most computer applications. This can be achieved by adopting a drop down menu style. This would also have the advantage of using less space in the page, which is limited anyway when displaying ID cards or other large forms.

TT-CENTRE RESOURCES

The ID card contains the most useful information on resources, the description and the pedagogical use quite high up. Though the LOM definition of resources makes resources easily searchable on different fields, users are more interested on how the different resources are used in eLearning, the experience of other users on resources and more screenshots or demonstrations of the resources.

The ID card should be separated into different areas which would contain the different information on the resource. As a first step these areas should be:

- LOM parameters
- Attachments
- Screenshots
- User comments / Reviews

This way the ID card will not get too long and the user can easily visit the area of interest without being overwhelmed with information.

TT-CENTRE SCENARIOS

The scenarios are not as useful as they could be. A search function on scenarios would be a first step as at the time being users have to visit each scenario to learn what it is about.

The number of scenarios is limited (9). User would use these if they face a similar situation or for teaching purposes but other scenarios especially on the use of ICT and the design of eLearning actions would be useful.

The idea of having the user design their own scenario and find the useful resources has also been a request for the search possibilities. This will make the scenarios more interactive and allow for greater flexibility on resource searching.

COMMENTS

There are several good points about the TT-Centre. People liked the idea of having different international eLearning resources collected together. The number of resources though is quite small, more resources should be added and some old ones should be updated or removed. The partners should be responsible of adding more resources and TT-Centre users should be responsible of keeping the resources they submitted up to date. Resources from the eLene-EE project could be also added as they are aimed to other target groups such as decision makers.

Some new search possibilities, such as searching according to the intended end user, are requested and these should be implemented within the existing search engine.

Again more interactivity has been asked and also that the scenarios and resources should be linked. This brings again the idea of the user being able to define scenarios and search for resources according to the defined scenarios. This would mean that new parameters should be defined for the resources, such as who they target and for which eLearning scenarios are they suited best.

The amount of information – especially on the homepage – is sometimes a problem, therefore more diagrams or charts should be added to make it easier for the user to visualise the information.

A user personal page where the users can change their information, see what resources or comments they have added and set up personal preferences would increase the user involvement to the TT-Centre.

Finally a feel of a community should be created with forums. The existing ability of users to comment on resources is a good start but users would like to be able to define a problem they have and get other users to respond.

Conclusion

The TT-Centre has been running for about two years. Users of the TT-Centre find it quite useful and easy to use but they would like to have more. They would like to have an easier menu system, more charts and graphs that would make information viewing simpler and some changes in the ID card to make it more readable.

Furthermore they would like a page where they can process their personal information. In addition they would like to get the feeling they belong to a community. The commenting and rating of resources is a good start but a forum would add to the community feeling.

Finally they would like more interaction and the ability to combine eLearning scenarios and the resources available in the TT-Centre. This last wish would require some more input from the partners to define which resources are more suited to which scenarios and which type of users. Of course the number of available resources will have to grow and will have to aim to other target groups such as decision makers, instructional designers and students (only teachers and teacher trainers are aimed at the moment). The introduction of resources from the sister project eLene-EE in the first half of 2008 will be a good start.

The above improvements should take place in 2008 in order to advance from the TT-Centre (Teacher Training Centre) to the TL-Centre (Teaching and Learning Centre).