



Multilateral Grundtvig Project
539717-LLP-1-2013-1-IT-GRUNDTVIG-GMP

Blended Learning Quality-Concepts Optimized for Adult Education
Processing of the responses from the questionnaire for the Tutorial Support

Work Package 5 (Tutorial Support: Guidelines & Criteria)

Summary done by EDRASE (Gr), based on the questionnaire's data

Contribution by Digilab Rome (IT) and UT Vienna (AT)

A complete analysis is available at the project's report!

This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use, which may be made of the information contained therein.

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1 Method used

During December 2014, an on-line questionnaire on the learners' needs concerning the tutorial support needed, was distributed from the consortium partners to students of previous or current e-learning courses. Since 20/12/2014, **267** persons responded, 119 female and 148 male. The learners that replied were from Austria (102), Italy (71), Greece (57), Germany(10), Romania(7), Serbia (7), Switzerland (2), Ukraine (2), Argentina (1), Czech Republik (1) and 8 people didn't give their country of origin. All the replies were combined and the results are following.

1.1 The questionnaire used.

- 1) How important is a direct contact to the instructor of the course in meaning of a hotline? *

	1	2	3	4	
Totally useless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	very important

- 2) How important are that standards for instructors response (return time for emails, etc.) and availability (office hours, etc.)? *

	1	2	3	4	
Totally useless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	very important

- 3) How important are instructional activities for achieving learning objectives in the course or a certain module? *

	1	2	3	4	
Totally useless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	very important

- 4) Which communication tool would you prefer to contact tutors or instructors? *

<input type="radio"/> Telephone	<input type="radio"/> Skype	<input type="radio"/> Chat	<input type="radio"/> Forum
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- 5) Would you like to have time structured assignments available only at a certain time according to the course content? *

<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> I don't care
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- 6) Would you like to receive a regular summary of the taken lectures and exercises? *

<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> I don't care
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- 7) How important is a regular feedback of the instructors regarding your progress in the course, (eg. if you are behind the schedule)? *

	1	2	3	4	
Totally useless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	very important

- 8) How much time do you think an assignment should be available? *

<input type="radio"/> 1 week	<input type="radio"/> 2 weeks	<input type="radio"/> 3 weeks	<input type="radio"/> no limit
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- 9) Would you like to have the educational material in ... *

- interactive form
- text
- otherwise

10) How important is it to have educational goals stated? *

	1	2	3	4	
Totally useless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	very important

11) Is it important to have educational materials in a multimedia form? *

	1	2	3	4	
Totally useless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	very important

12) Would you like to have the possibility of a self-evaluation of your own progress? *

- Yes No I don't care

13) How important is a visualisation of your progress inside the course, eg. A bar showing the done work in proportion to all available exercises? *

	1	2	3	4	
Totally useless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	very important

14) How important are effort comparisons of all participants in an anonymous way? *

	1	2	3	4	
Totally useless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	very important

1.2 Used techniques

The questionnaire was provided by Google.doc. The consortium members informed people from the target group about the questionnaire.

2 Results

The vast majority of the people that participated in this survey believe that a direct contact to the instructor of the course, using a hotline is very important (table I and figure A).

They also strongly believe that it is important to be provided with standards for the instructors response and availability along with instructional activities for achieving learning objectives.(tables II & III, figures B & C).

Most of them (66%) prefer using forum as a communication tool to contact tutors or instructors, rather than Telephone, Skype or Chat (table IV and figure D).

More than 55% of the people asked prefer to have time structured assignments available only at a certain time according to the course content and receive a regular summary of the taken lectures and exercises (tables VI & VII and figures F & G)

Concerning the time they believe that an assignment should be available, more than 40% prefer no time limit, but more a lot of them 2 or 3 weeks is OK (table VIII & figure H).

60% of the people responded that they would you like to have the educational material in interactive form rather than text or in other form (table IX & figure I).

Also, the great majority (more than 80%) consider important or very important it to have educational goals stated and the educational materials in a multimedia form (tables X & XI, figures J & K). About the same percentage would you like to have the possibility of self-evaluating their own progress (table XII and figure L).

Finally, the great majority of the people asked, believe that a visualisation of their progress inside the course (more than 85%) and the comparisons of the effort of all participants anonymously (more than 65%) is important.

3 Tables and Figures

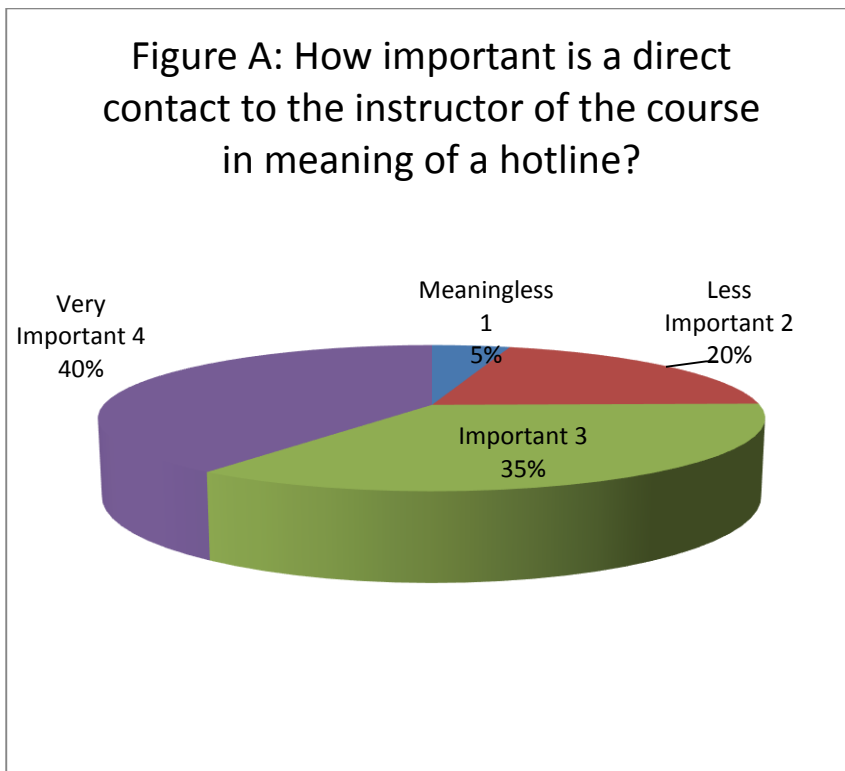


Table I	
How important is a direct contact to the instructor of the course in meaning of a hotline?	
Meaningless 1	12
Less Important 2	54
Important 3	94
Very Important 4	107
Mean Value	3,11

Table II	
How important are that standards for instructors response (return time for emails, etc.) and availability (office hours, etc.)?	
Meaningless 1	2
Less Important 2	25
Important 3	93
Very Important 4	147
Mean Value	3,44

Figure B

How important are that standards for instructors response (return time for emails, etc.) and availability (office hours, etc.)?

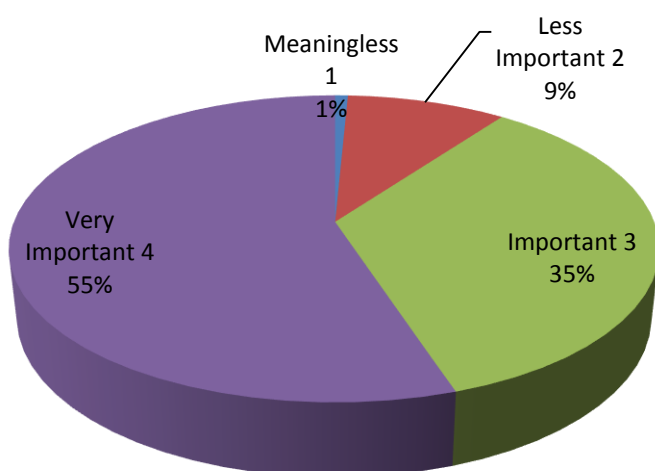


Table III	
How important are instructional activities for achieving learning objectives in the course or a certain module?	
Meaningless 1	0
Less Important 2	10
Important 3	109
Very Important 4	148
Mean Value	3,52

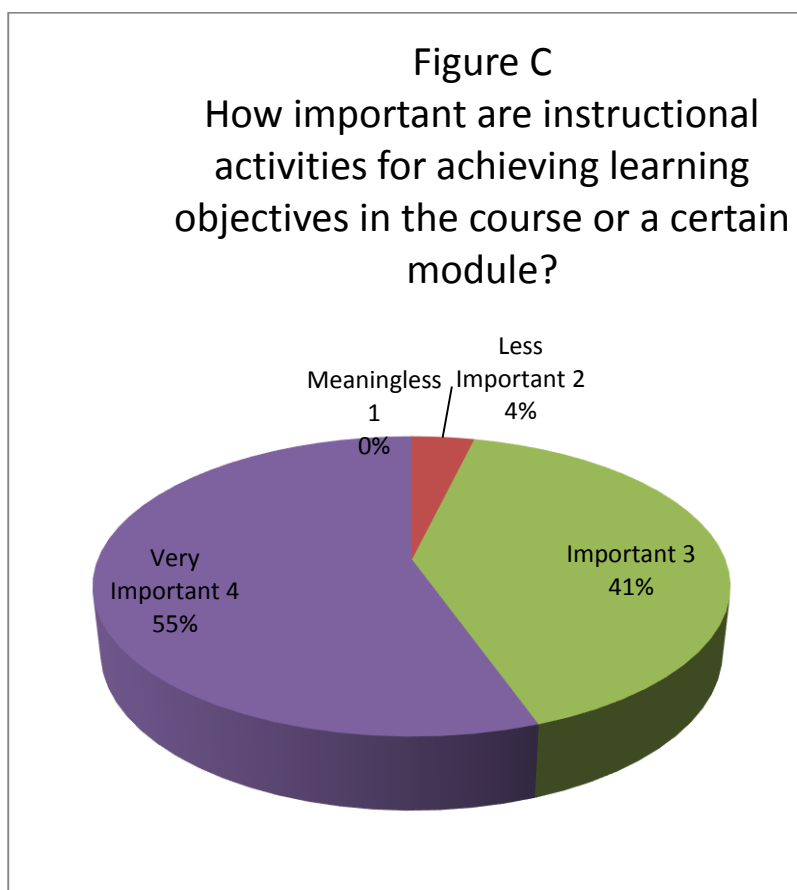


Table IV

Figure D. Which communication tool would you prefer to contact tutors or instructors?

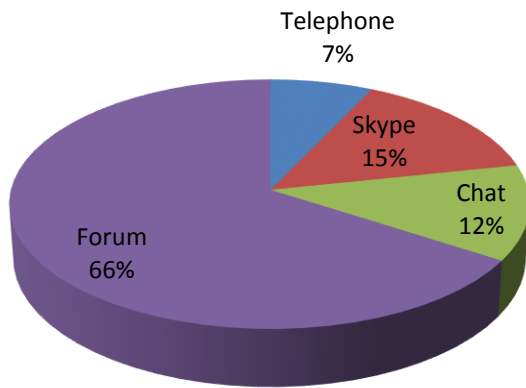


Table IV

Which communication tool would you prefer to contact tutors or instructors?	
Telephone	19
Skype	39
Chat	33
Forum	176

Table V

Would you like to have time structured assignments available only at a certain time according to the course content?

Yes	147
No	57
I don't care	63

Figure E: Would you like to have time structured assignments available only at a certain time according to the course content?

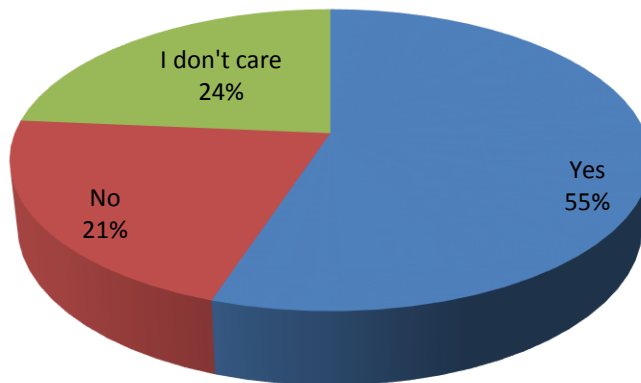


Figure F: Would you like to receive a regular summary of the taken lectures and exercises?

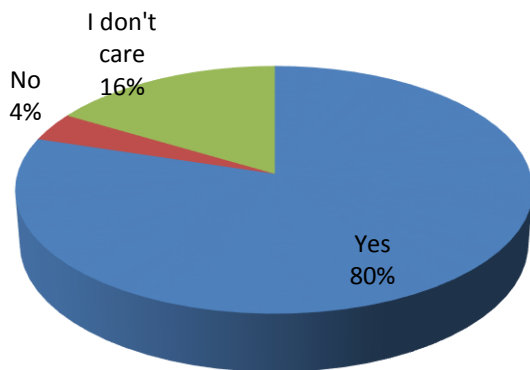


Table VI	
Would you like to receive a regular summary of the taken lectures and exercises?	
Yes	213
No	10
I don't care	44

Figure G: How important is a regular feedback of the instructors regarding your progress in the course, (eg. if you are behind the schedule)?

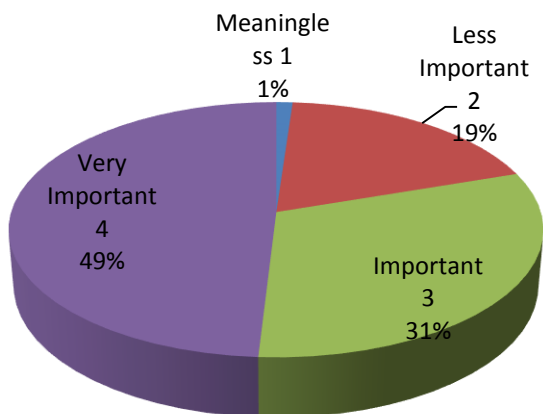


Table VII

How important is a regular feedback of the instructors regarding your progress in the course, (eg. if you are behind the schedule)?	
Meaningless 1	3
Less Important 2	50
Important 3	83
Very Important 4	131
Mean Value	3,28

Figure H: How much time do you think an assignment should be available?

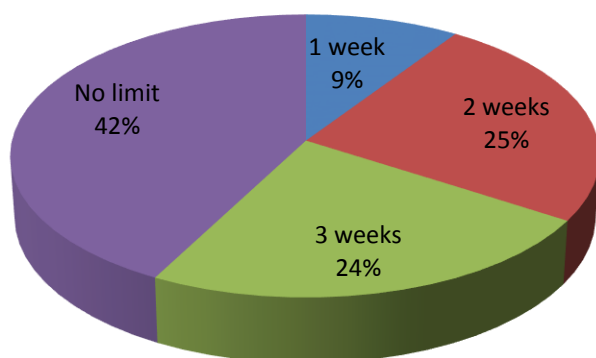


Table VIII	
How much time do you think an assignment should be available?	
1 week	25
2 weeks	66
3 weeks	63
No limit	113

Figure I: Would you like to have the educational material in...

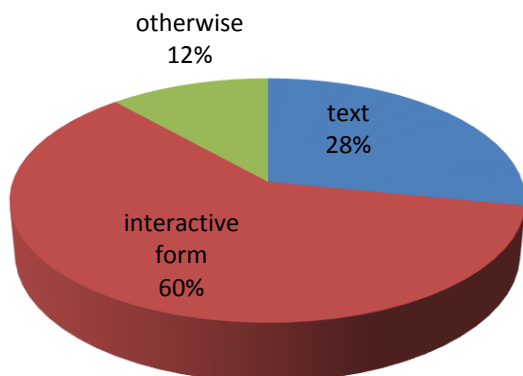


Table IX	
Would you like to have the educational material in...	
text	75
interactive form	161
otherwise	31

Table X	
How important is it to have educational goals stated?	
Meaningless 1	3
Less Important 2	25
Important 3	82
Very Important 4	157
Mean Value	3,47

Figure J: How important is it to have educational goals stated?

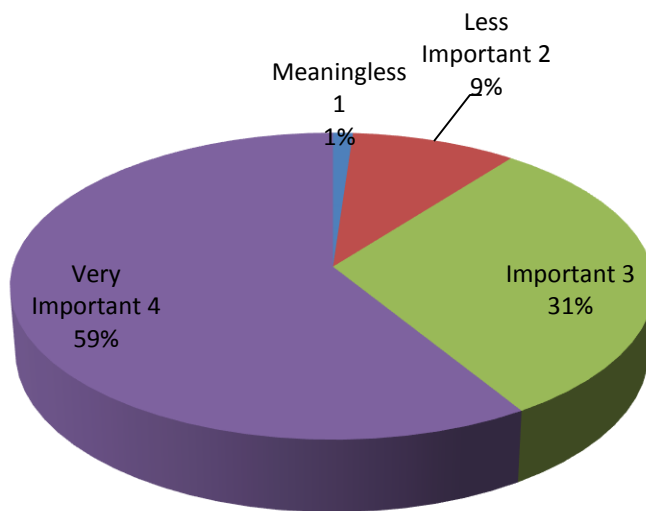


Table XI

Is it important to have educational materials in a multimedia form?	
Meaningless 1	5
Less Important 2	49
Important 3	85
Very Important 4	128
Mean Value	3,26

Figure K: Is it important to have educational materials in a multimedia form?

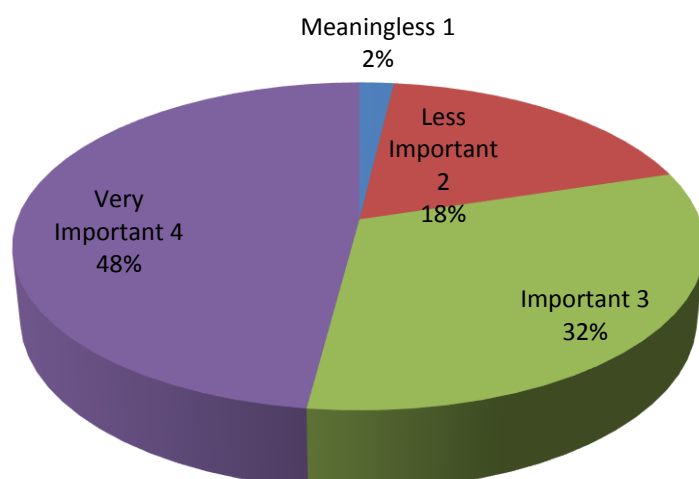


Table XII	
Would you like to have the possibility of a self-evaluation of your own progress?	
Yes	209
No	16

I don't care

42

Figure L: Would you like to have the possibility of a self-evaluation of your own progress?

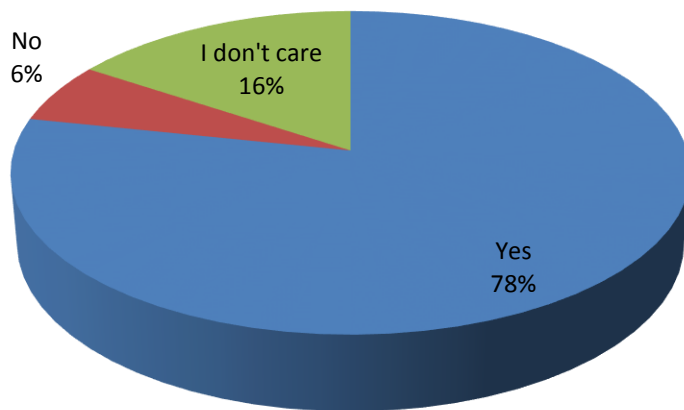


Figure M: How important is a visualisation of your progress inside the course, eg. A bar showing the done work in proportion to all available exercises?

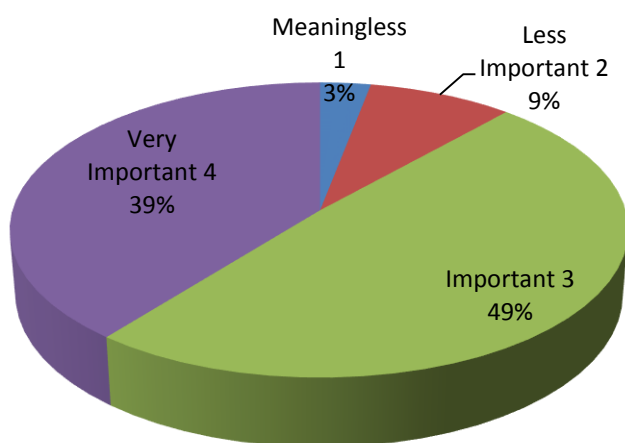


Table XIII

How important is a visualisation of your progress inside the course, eg. A bar showing the done work in proportion to all available exercises?

Meaningless 1	8
Less Important 2	23
Important 3	131
Very Important 4	105
Mean Value	3,25

Table XIV

How important are effort comparisons of all participants in an anonymous way?

Meaningless 1	21
Less Important 2	66
Important 3	108
Very Important 4	72
Mean Value	2,87

Figure N: How important are effort comparisons of all participants in an anonymous way?

