

# Addendum A

## WebCT Experience Survey

# Addendum B

## Categories and codes for benefits of WebCT

# Addendum C

## Categories and codes for challenges of WebCT

31 What were the positive aspects you experienced during your web-supported courses? (Please answer in point form and limit your response to a maximum of 4 points.)

#	Response
1	"Yes" / "No" to indicate updates- assignments & discussions
2	* accessible from any computer
3	* can download notes without needing a textbook for class
4	* Ek kon enige tyd na die werk kom soek wat ek wil hê
5	* Made it easy to get info
6	* Some lecturers put their slides on Web-ct which makes it easier when you've missed a class to get them * Most of our test marks are put on web-ct
7	* The chance to obtain class notes one could not always copy during classes is a great help * My webct, granting access to all web-based courses at one time
8	-
9	- Access to material and submission tools from anywhere, including overseas - Class participation in discussions, countrywide
10	- Convenient
11	- easy access
12	- i dont attend classes, and still manage to pass
13	- it is often convenient for me to use it
14	- IT was intersting
15	-Being aware of all the assignments that have to be done. -having the solution of all the homeworks. -having the notes given in class without actually attending that class.(I passed many modules without attending them thanks to that).
16	-ease of obtaining exam time tables
17	-Getting my results fast -Getting feedback in reasonable time
18	-It was easy to use and user friendly -All information available for the courses,very helpful.
19	-Lecturer overheads on the web, can now listen to lecturer in class and not spend the class writing down the notes. -Personal convience. -information easily available and saving time as opposed to wondering round university gethering all the information. (ie. marks, test time table, account balance)
20	-usefull -handy -quick
21	. lecture notes are made available . exam scopes are made available
22	. Notes obtained at any time
23	.immediate access to class notes and exercises
24	1
25	1. Anytime access 2. User Friendliness
26	1. Between web-supported courses and e-mail I was quite

- comfortable.
- 27 1. Communication with the lectures 2. Readily available notices 3. The supporting information available.
- 28 1. I don't have to go to campus to access information 2. Get all the class notes on the web
- 29 1. I was able to clarify any issues that I had about the course at anytime that was convenient for me.
- 30 1. It,s easy to access class notes and, 2. to view important notices and exam results. 3. It\'s very convenient. Thanks for all the trouble!
- 31 1. Learnt a lot from fellow students via web discussions 2. Access to course material at all times is very convenient.
- 32 1. Part time studying allowed messages to be passed through the entire class easily.
- 33 1. well structured 2. easy to read and understand
- 34 1.Easy way of communication
- 35 1.Notes were always available even if I lost the previous print out
- 36 1.Study for my tests 2. Update my personal details 3. Download lecturer notes
- 37 1.Very good back up service from the telematics department.  
2.They were always quick to respond to queries and there was always a reply to an email sent. 3.Good suggestions to improve download times and good links given to improve browser functions. 4.Alta Marx is a star! Please keep her.
- 38 > My vocabulary improved a bit because of web-supported courses.
- 39 >electronic enquiries were very well handled
- 40 a
- 41 A lot of support
- 42 Able to access my account info, courses, and marks > any place any time - was very beneficial!
- 43 Access anytime/anywhere
- 44 access to computer facilities access to printing facilities
- 45 Access to info
- 46 Access to marks is convenient
- 47 Anytime, anyplace is convenient especially for holiday assignments when res students cannot be on campus.
- 48 Being able to do courses from home meant that I can be a stay-at-home mom while furthering my education.
- 49 Being able to download notes. Being able to see marks through WebCT.
- 50 better then going to class
- 51 Can check courses at own time
- 52 Clarity of information Any-time access

- 53 convenient accessible easy to understand
- 54 Convenient.
- 55 Convenient: online quizzes that were available for several days
- 56 convenient easy to find my way
- 57 Could access material at my own convenience.
- 58 Could download notes from courses with that facility enabled.  
Could plan my week productively. Planning was easier.
- 59 Could get easy access to my notes...
- 60 Could get extra class notes and old exam papers
- 61 detailed information, thanx
- 62 Ease of getting required info
- 63 easy access
- 64 Easy access and availability.
- 65 Easy access to assignments. Ease of handing in via email.
- 66 easy access to information
- 67 Easy access to my academic information.
- 68 easy access.
- 69 easy fast convenient
- 70 Easy, Anywhere access to marks and dates Access to lectures  
which is not always available when I am on campus
- 71 everyone was willing to help
- 72 EVERYTHING IS MUCH FASTER. NOTES AND MEMOS  
ARE ALWYS AVAILABLE
- 73 Exam results available
- 74 get every information about the course. easy access. its updated  
frequently.
- 75 Getting new experience in life by using this services.
- 76 good quality notes better organization know exactly where to go to  
find my learning material
- 77 great to be able to download notes when not being able to attend  
lectures
- 78 highly informative in a way that notes are simply explained. highly  
understandable. allows access to chat via email.
- 79 I can acess anytime i need information on courses etc. class  
notes,slides and exam scopes can be downloaded!
- 80 I can sit at home and access the work. I can do the work at a time  
that suits me best.
- 81 I enjoyed the support i got from fellow student and lecturers
- 82 i got class notes
- 83 i have never atended the courses
- 84 I LEARNED A LOT ABOUT HOW TO GAIN INFORMATION
- 85 If you missed something in class you can catch it on WebCT

- 86 info is easily to come by always in touch
- 87 info access notes easy to get
- 88 Information is available anywhere, anytime.
- 89 Information is easily accessed (assignments, practicals, etc.) in my own time. It's convenient knowing I can check my progress any time any place.
- 90 information search
- 91 Internet facilities
- 92 It is helpful to have the notes so one can be up-to-date with the lectures.
- 93 It is very easy to use and helped me with keeping up with notes that I might have missed and additional information.
- 94 it made the work easier to understand
- 95 it was difficult as there were not always computers available on which i could work, this was frustrating and made me fall behind
- 96 It's user friendly format.
- 97 light client, easy to load, user friendly GUI
- 98 Lots of new information
- 99 more time can be spent on your own work and less time spent on driving. limited restrictions to when a person should work.
- 100 n
- 101 n/a
- 102 NC
- 103 non
- 104 none
- 105 None!!!!
- 106 not much
- 107 not necessary to go to lecturers own time, own place
- 108 Notes is makkelijk bekombaar. Inligting is verkrybaar (semestertoets, eksamen ens. datums)
- 109 Notes op die net
- 110 Notes Exam Dates/ Venues etc
- 111 Notes were available online
- 112 Notices about time slots of the infomatorium
- 113 Objective inputs Interaction with people I never talked to before  
No inhibitions
- 114 received solutions off web-ct checked marks on web-ct retrieved plenty of additional material for certain modules
- 115 relevant info was concise and summarised
- 116 Respect Independence Team work
- 117 Results for exams are available. Only 1 module was web ct based but it was helpful

- 118 speed in my work
- 119 that i could access my notes ect from nearly any computer. that my exam resluts come out on web ct this is very useful
- 120 THE POSITIVE ASPECT IS I HAVE LEARNED HOW TO USE A COMPUTER AS I DID N'T KNOW IT BEFORE.
- 121 they can be assessed whenever i need them to be
- 122 Things could be done faster and on my own. did not have to rely on anyone for information needed
- 123 Unified access to information, documentation and communication. Anytime, anywhere. Paperless submision of assignments. Online quizzes with instant results.
- 124 very helpfull
- 125 very informative
- 126 very suppotive
- 127 Was fun
- 128 You could get information without having to go and speak to the lecturer

32 What were the negative aspects you experienced during your web-supported courses? (Please answer in point form and limit your response to a maximum of 4 points.)

#

#### Response

- 1 "Inactive" & "Active" courses together. It should be grouped seperately.
- 2 \* the downtime \* slow downloads \* telephone bills
- 3 \* Alles was nie altyd beskikbaar soos die dosent gesê het dit sal wees nie
- 4 \* Lack of sufficient and pertinent information \* Many negligent mistakes ie dates, times other figures ect \* Provided services are not always completed i.e Not always updating the marks like they should
- 5 \* Some links did not work \* Some lecturers have links for things that does not exist \* Our test marks are always later on web-ct than on the notice boards.
- 6 \* Sometimes information to download was too large, causing errors or taking hours to download completely
- 7 \* Waiting long for downloads
- 8 -
- 9 - downtime
- 10 - info is not updated regularly - some pages took too long to download
- 11 - not all my coarses are registered - some lecturers are computer illiterate or just SLOW
- 12 - Seems very difficult for lecturers to use - For the courses I attended, the functionality could probably have been accomodated

- in SOS - Chat facility not needed for online learning, nobody is ever online the same time as you, but forums/bulletin board is useful
- 13** - Slow Internet
- 14** - Slow UP connection at times (I have broadband at work) - No IRC functionality for rapid sharing of large files - No decision logging system for group assignments - Too many clicks to get to where I want to be
- 15** -H-drive not being accessible -Server being down
- 16** -many links don't work -scope for exams are not put up for all modules -textbooks which have to be down loaded can be done so quickly but because of faulty links it is very time consuming -we are told that exam results,entrance marks etc. will be posted on a certain date but the marks don't appear even a few weeks after the promised date.
- 17** -many modules are very poor in content. -sometimes the server is down, but doesn't happen often though.
- 18** -slow response times -server down -lot of broken links
- 19** -Sometimes it takes sometime to download attachments etc.
- 20** . very few subjects accesible on web ct
- 21** .the process is way too slow
- 22** 1. Computers frizzing. 2. Unable to get access to SOS at level 5 of the library.
- 23** 1. Impersonal 2. I would be able to express my opinion better in a normal classroom situation.
- 24** 1. Internet was slow. 2. My external connection was not working for about a week. The connection at UP did work and I had to go there to access WebCT. 3. I don't like submitting assignments using the assignment tool. It is too long and unneeded. Maybe just an e-mail to a designated mailbox would be better. We dont have to log on the WebCT to submit.(Problem esp if WebCT is not working)
- 25** 1. It was down one Tuesday night and, 2. one of the files I needed to download was too big to open. 3. The Acrobat files have difficulty opening.
- 26** 1. None
- 27** 1. Not enough information. 2. To little visual aids used.
- 28** 1. Results quicker
- 29** 1.Cannot always find info I require regarding tests, assignments, etc
- 30** 1.Frustrating when not able to access
- 31** 1.Printing facilities are VERY expensive and much compulsory/needed information has to be downloaded at our own cost!(Companies making profit on printing, charge +-25c per page while the Varsity charges 33c??? 2.Entering our WebCT sites and

downloading information takes hours. It runs very slowly.  
3. Lecturers forget to link a PRINT button to notes pasted on th WebCT making printing out a nightmare. Since the WebCT was updated at the beginning of the year, the normal "FILE" "PRINT" option no longer works (A blank page is printed)

- 32** 1. Some lecturers were not always sure how to use webCT properly. 2. Sometimes students had to give lecturers tutorials on how to post in the discussions ie to not compose a new messages evry time but to follow the thread of discussions. 3. Viruses attacking the UP website and ineffective firewalls which then infected my home computer. 4. Network donwtimes in the week ie on Tuesday evenings.
- 33** 2
- 34** >put "not applicable" on all questions in this questionairre, so i dont have to lie about technical difficulties to submit it!
- 35** A website was operational for INY 226, but it was never used (e.g. bulletin board/no classnotes/references)
- 36** access to internet must be quicker
- 37** b
- 38** being unable to get to the computers
- 39** Boring backgrounds
- 40** Browser incompatibility message with Opera (irritating).
- 41** didnt have computer access all the time- or when needed
- 42** difficult to download
- 43** difficulty with the computer lab
- 44** i did not get all of the notes
- 45** I DON'T HAVE NEGATIVE ASPECT ABOUT IT EVEN DOU SOMETIMES YOU ARE NEW TO COMPUTER AND YOU DON'T KNOW ANYTHING ABOUT IT, AND SOMEONE WHO IS HELPING(TEACHING) YOU IS NOT PETIENT.
- 46** I find it very disturbing that people who present a course in computers (Cos284) don't use WedCT.
- 47** I find that the students who have been assigned to help other student have been unfriendly, unwilling to help and get annoyed if one experiences a problem. One is not allowed to access the internet to do research for an assignment, without either having to pay R9 to access search engines or the assigned students kicks one out of the center where it is free to use the internet. There should be a place where a student does not feel threatend when the need to use the internet for research assignments. It is also unfair that humanities students are only allowed one (free of charge) computar area, when our courses involve us needing to access the internet. I understand that a student should not surf the net to email or chat, but what about the students who need to research?As well as it starts to add up at the end of the month when I have to pay for my internet use, for research, because the lab assistants wont

permit us using their computers as well as the fact that i have personally witnessed students being verbally assaulted by lab assistants, which is one of the other main reasons why i never go to the labs, due to the assistants who act this immoral way, when we are paying our student fees in order to use the internet for research purposes.

- 48 in some you cant print notes posted.
- 49 In sommige van die rekenaar labs (bv. NW1 Ingenieurs Labs 3&4) was baie van die rekenaars buite werking.
- 50 internet slow not always access to computer/internet
- 51 lack of technical support.
- 52 large volumes of course material to download
- 53 Lecturers not using the web-supported facilities fully.
- 54 Lecturers seldom replied to question Lecturers took a long time posting study material
- 55 Lecturers slow to put information on webct Some do not utalize webct at all
- 56 Limit the number of clicks before one gets to information wanted.
- 57 links are inactive (e.g results for pshycology students) theres never any relevant info!!! ever lazy lectures
- 58 Long winded to get into the course sites, especially webct. Whats the point of the window in between the up site and webct. Go straight to webct! Or provide instructions on how to log into webct directly, then I only need to check up sos, once every 6months!
- 59 Material was not available when lecturer said it would be. Problems expereinced with server being down or being slow. Computers to gain access were not always available (too few computers).
- 60 My test results are hardly ever in the applicable place ("test marks").
- 61 n
- 62 n/a
- 63 NC
- 64 needs standerdizasion
- 65 never attended
- 66 no actual or real group contact, one does not get to know the group well. the internet and university internet are rather slow or down ("they are getting upgraded")
- 67 non
- 68 none
- 69 None really
- 70 NOT ALL COURSES ARE LINKED SERVER DOWN A LOT OF THE TIME
- 71 Not all department access web facilities to their students

- 72 not all my courses are web supported, which makes it difficult to keep up in class. Sometimes the notes were put on the web weeks after the lecture was given.
- 73 not always up to date not always to access all
- 74 not enough time to ask questions
- 75 notes for class not being placed in time
- 76 notes for some courses (KRG120) only in Afrikaans
- 77 nothing yet
- 78 Notification not given when items requiring action are posted. e.g. an assignment that must be completed by a certain date.
- 79 Ons WTW 286 het 'n webwerf, maar word nie gebruik nie
- 80 other courses are not activated even now ,the end of the year! some links appear on the web-supported courses unclear.
- 81 people posted useless info from time to time
- 82 Pissed at courses where WebCT was not enabled!!
- 83 POOR INSTRUCTIONS
- 84 quite a few
- 85 Quite a few times the server was down, and other times technical help staff wasn't really very willing to help. Once I worked in the lab on an urgent prac, the power went out, and we were simply chased out and told to come back the next day.
- 86 Regarding the Exam results: After paying my account for the full year early. I keep on getting told that I'm financially unsuitable. After many queries it is fixed for a couple of weeks and then gives the same problem again.
- 87 response, availability
- 88 Responses in Afrikaans, which I don't understand
- 89 results not released immediately after payment
- 90 server being down
- 91 slow internet facilitation
- 92 Slow sometimes.
- 93 Slow updates
- 94 Some information was not available (time table and exam time table, finance, etc.)
- 95 some lecturers use too many graphic images=very slow downloads not NEARLY enough lecturers use this fantastic facility
- 96 some of the courses did not use web ct properly or did not use it at all so you had to search all over the web to try and find the desired information the fact that you can't make any alterations on information found, you cannot size the documents or copy them to another location and make necessary changes, you always just have to print them, this is expensive
- 97 Some of the courses information is never available. It is also very difficult to get marks from the "Afrikaans" department.

- 98** some web-ct pages have a \"MARKS\" hyperlink but they fail to show or upgrade marks!
- 99** Sometimes information was not available when we needed or wanted it.
- 100** sometimes lecturers didn't use the discussions or respond to it (inf272)
- 101** technical problems with the system
- 102** The colour schemes were not always practical The calenders were not updated regularly
- 103** The courses featured in WebCT didn't provide the information it promised.
- 104** The labs are too cold sometimes
- 105** The pages are outdated, and not frequently updated
- 106** The teachers do not do there best anymore the system of evaluation is corrupt. They are becomming lazy
- 107** The wed some time being down which means that i have to wait for it.This aspect really weast my time and as you know ,time is money.So,you really need to work on it.
- 108** There are too many pages to down load! WebCT off campus takes long to down-load. Assignments in PDF cause problems - don't print imiages and take longer than word.
- 109** There is no censorship as a result much of the discussions are not worth my time.
- 110** time consuming when server is slow
- 111** Took forever to get connected
- 112** Unable to logon
- 113** WebCT isn't used enough by lecturers (to its potential)
- 114** when it won't allow me to log on whatever the reason

## Categories and codes for benefits of using WebCT

<b>access</b>	<b>ac</b>
ac: easy	ac: ea
ac: convenient	ac: con
ac: anytime	ac: at
ac: handy	ac: han
ac: quick	ac: qu
ac: time	ac: ti
ac: anywhere	ac: aw
ac: information	ac: info
ac: exam results	ac: exr
ac: class notes	ac: cln
ac: immediate	ac: im
ac: account marks	ac: am
ac: computer facilities	ac: cf
ac: printing	ac: pr
ac: exam paper	ac: ep
ac: assignments	ac: assign

<b>communication</b>	<b>com</b>
com: helpful	com:hf
com: easy way	com: ew
com: highly informative	com: nhin
com: new experience	com: nex
com: fun	com: fn
com: lecturer	com: lec
com: students	com: stud
com: entire class	com: encl
com: improved vocab	com: imvoc

<b>user interface</b>	<b>usin</b>
usin: friendly format	usin: ff
usin: easy to load	usin: etl
usin: limited restrictions	usin: lr
usin: helpful	usin:hf
usin: informative	usin: inf
usin: supportive	usin: sup

<b>computer skills</b>	<b>comsk</b>
comsk: new experience	comsk: nexp
comsk: internet skills	comsk: ints
comsk: info search	comsk: infs
comsk: use computer	comsk: ucom
comsk: new experience	comsk: nexp

<b>convenience</b>	<b>conv</b>
conv: personal	conv: per
conv: ask questions	conv: ques
conv: update info	conv: upin
conv: time place	conv: tp
conv: accessible	conv: acc
conv: home	conv: hm
conv: online quizzes	conv: onqu
conv: always available	conv: aav
conv: exam results	conv: exr
conv: own time	conv: owt
conv: easier	conv: ea
conv: pass without attending	conv: pwa

<b>downloads</b>	<b>dl</b>
dl: notes	dl: nt
dl: quality notes	dl: qn
dl: slides	dl: sl
dl: exam scope	dl: exsc

## Categories and codes for challenges of using WebCT

<b>downloads</b>	<b>dl</b>
dl: slow	dl:sl
dl: internet slow	dl: intsl
dl: slow connection	dl: sc
dl: large files	dl: lf
dl: h drive not accessible	dl: hdna
dl: problem acrobat	dl: pacr
dl: take hours	dl: th
dl: difficult	dl: dif
dl: slow	dl: slo
dl: pdf problems	dl: pdfp
dl: virus attack	dl: virat
dl: ineffecive firewalls	dl: infir
dl: many graphics	dl: mgra

<b>hyperlinks</b>	<b>hl</b>
hl: inactive	hl: ina
hl: not uodated	hl: not updated
hl: broken	hl: brok
hl: many clicks	hl: mc
hl: do not work	hl: dnw
hl: print not available	hl: pna
hl: few links	hl: fl
hl: not updated frequently	hl: nuf

<b>feedback</b>	<b>feb</b>
feb: not on time	feb: not
feb: marks not available	feb: mna
feb: not immediate	feb: ni
feb: difficult to get marks	feb: dtgm
feb: my grades not updated	feb: mgnu
feb: not provided	feb: np
feb: no lecturer response	feb: nlr

<b>information</b>	<b>inf</b>
inf: not available	inf: na
inf: lack of info	inf: loi
inf: not updated	inf: nup
inf: poor content	inf: pc
inf: boring backgrounds	inf: bb
inf: late material	inf: lm
inf: notes not on time	inf: nnot
inf: useless info	inf: ui
inf: pay to do research	inf: ptdr
inf: both languages	inf:blan

<b>technical</b>	<b>tech</b>
tech: slow offcampus	tech: slof
tech: telephone bills	tech: telb
tech: no access to computer	tech: nate
tech: computer frizzing	tech: cfriz
tech: difficulty with computer lab	tech: dwcl
tech: no help	tech: nh
tech: print expensive	tech: pe
tech: staff impatient	tech: stim

<b>access</b>	<b>ac</b>
ac: slow connection	ac: sc
ac: process slow	ac: ps
ac: server down	ac: sd
ac: no access to sos	ac: nasos
ac: internet slow	ac: insl
ac: downtime	ac: dt
ac: big files	ac: bgf
ac: network downtime:	ac: nd
ac: server slow	ac: ss
ac: internet down	ac: id
ac: slow sometimes	ac: ss
ac: time consuming	ac: tc
ac: took forever	ac: tf
ac: logon problem	ac: lop
ac: frustrating	ac: fr