# The 2016 Panopto Survey of Instructors and Students

In July 2014, UW-IT released the Panopto lecture capture system to UW instructors and students on all three campuses. Since then, Panopto usage has grown steadily: during the 2015-16 academic year (September through May), 945 instructors, students, and staff have created over 16,000 recordings totaling more than 15,000 hours.

Our goal for the survey was to learn about satisfaction levels, impact on teaching and learning, and impediments to use. This report reviews the survey findings and offers recommendations for educating users about Panopto features and enhancing support.

Participants: Instructors

In winter quarter 2016, 95 instructors completed the Panopto Instructor Experience Survey. We emailed the survey invitation to 465 instructors who had recorded over one hour of content in the last year. Twenty percent of recipients responded. Forty-two percent of these were from the College of Arts & Sciences, 11% from Engineering, 10% Public Health, and the remainder were from ten other schools/colleges. Two-thirds have used Panopto for two or more quarters.
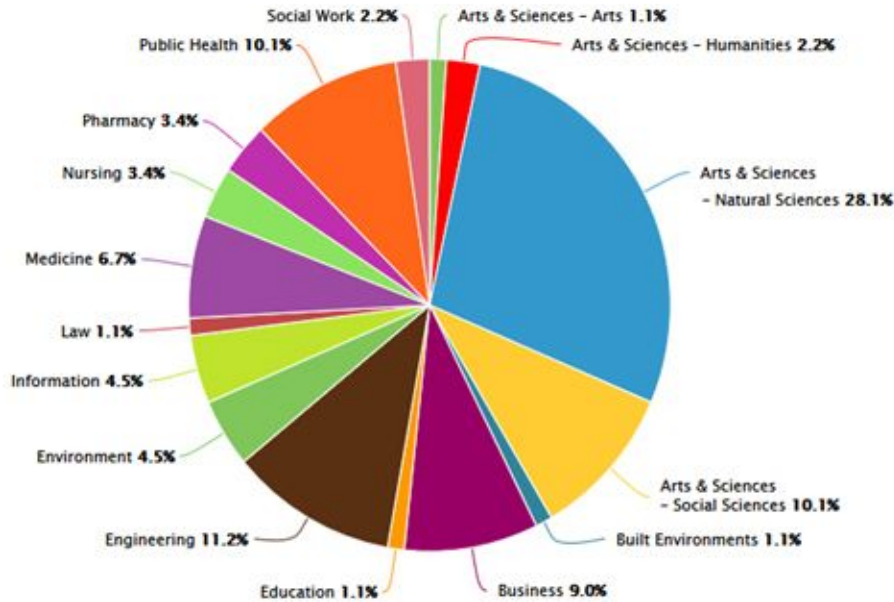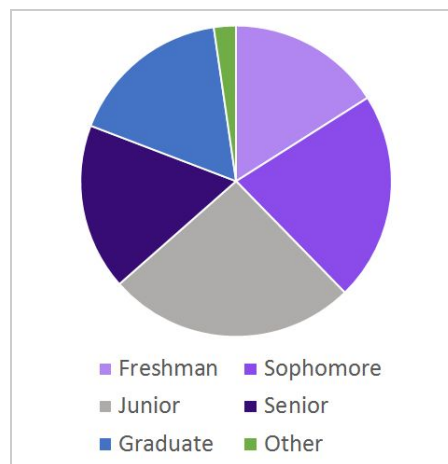

Instructors responding, by college/unit

Participants: Students

In spring quarter 2016, we administered the Panopto Student Experience Survey. Of the 7,000 students invited to take respond, 953 completed it—a nearly 14% response rate. All class levels and most schools were well represented.
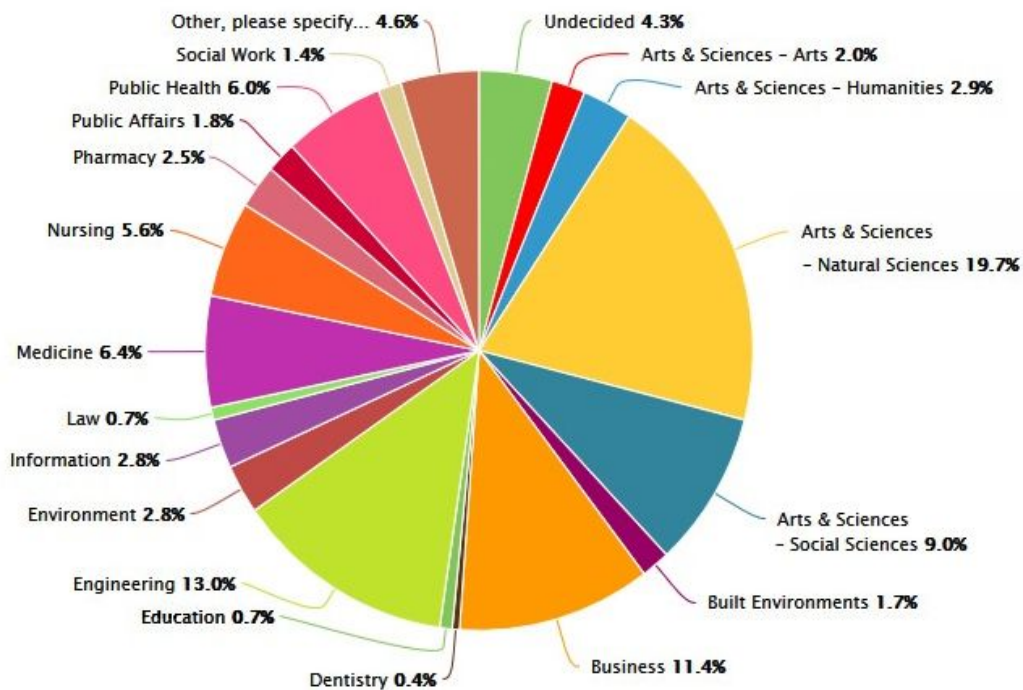
Students responding, by college/unit

Class standing of student respondents

Findings

Instructor uses

When asked about a specific course in which they had used Panopto, instructors reported that the most common uses for Panopto were: recording classroom lectures (75%) and recording lectures outside of class (35%). Only four percent of instructors who responded required students to create recordings. When asked about other uses of Panopto (beyond recording), instructors reported sharing recordings with colleagues in or outside the UW (44%), editing recordings (44%), reviewing analytical data (30%), and scheduling recordings (29%).

Student viewing

A majority of students viewed most or all recordings from their course and over half often viewed the entire recording.

Response		Percentage
Only a brief portion		14%
A substantial portion		37%
All of the recording		58%

Reported duration of recording views

Student goals for viewing recordings

Objectives when viewing recordings vary, but all are aimed at getting a better handle on course material. Many reported reviewing what they did not understand (67%), studying for an exam (66%), or reviewing a missed class (60%). Nearly half take notes within a recording (46%). Almost a third use recordings to prepare for a class (30%).

Support

Instructors are availing themselves of UW-IT support. When instructors need help with Panopto, many send messages to help@uw.edu (51%) and use UWIT documentation (47%). Instructors also use Panopto's documentation (41%) or ask a colleague for help (26%). Most students (77%) indicated they did not need help with Panopto. Those who did need help most often asked people they knew (an instructor, TA, classmate or friend) for assistance (26%).

Satisfaction

Most instructors were satisfied with the reliability (85%), ease of use (86%), and function across platforms/devices (84%). Three percent reported having problems significant enough that they would not use the service again.

	Very satisfied: No problems, great to use	Satisfied: Minor problems, none that got in way of use	Dissatisfied: Major problems, but still using	Very dissatisfied: Major problems, will not use again
Reliability	28%	57%	12%	3%
Ease of use	33%	53%	10%	3%
Function across platforms/devices	32%	52%	13%	3%

Instructor satisfaction levels

Most instructors would recommend Panopto to a colleague who is interested in lecture capture (79%). An additional 15% would recommend it under certain conditions.

Impact on Teaching and Learning

Survey responses indicated that, overall, Panopto has had a positive impact on teaching and learning.

New approaches to teaching

Instructors reported positive changes in their teaching due to Panopto. Some of the most commonly reported changes included:
- Flipping their classroom/doing more active learning.
- Recording guest speakers.
- Giving more quizzes in class to encourage attendance.
- Supporting absent students more effectively and efficiently.
- Covering more content and having deeper discussions.
  - *"Our students truly appreciate it and we can move them a step further along in the learning process. It makes them efficient and allows them access to the lecture content in multiple stages of learning."* — UW Instructor

Accommodation of learner needs

- Instructors reported that it was easy for students to get the content and make up assignments when they missed class; this was very helpful for athletes who travel, commuters caught in traffic, and students who were sick.
- Non-native speakers and students with disabilities benefit from the use of Panopto.
    - "*Panopto is an important component of accessibility. Without it my disability would prevent me from having the same academic experience. Thank you for Panopto—it enables me to have a rich academic experience*." — UW Student
    - "*Non-native speakers especially like being able to re-watch lectures*." — UW Instructor

Opportunities to review material

- Students report that Panopto is helpful for reviewing for exams and provides opportunities to review difficult or confusing material.
    - *"Being able to revisit lectures is very helpful when studying for exams. I think it should be standard for all students to receive these recordings."* — UW Student
    - *"Enabled me to pay more attention to the instructor in class instead of note taking, since I could review. Also lowered my stress levels considerably when I had to miss class due to illness."* — UW Student
- Students appreciate being able to review a lecture as many times as they want and how fast they want.
    - "*I have had students thank me for the ability to catch up when a class is missed, or [sic] able to go back and review what was said in class.*" — UW Instructor

Responses from students

The majority of student respondents indicated that Panopto has a positive impact on their learning.

- 98% of students agreed that Panopto contributed to their learning.
- 94% felt more secure about learning.
- 91% agreed that viewing recordings improved their grades.
- 15% thought that Panopto had no impact on their learning, but many of these same respondents commented on how helpful it was to be able to view lectures after class, as detailed in the following section.

Several themes emerged from student comments. Panopto:

- Assists with reviewing course material (47% of the comments mentioned this).
- Improves understanding of course material (30% of comments).
- Helps augment notes and catch details (22% of comments).
- Supplements missed class days (16% of comments).
- Allows student to work at their own pace (10% of comments).
- Improves outcomes for the non-traditional student (10% of comments).

Remaining Challenges

Although instructors and students find Panopto to be a valuable teaching and learning tool, work remains to narrow the gap between Panopto's potential and instructor and student usage of the tool. Steps to address these challenges are outlined in the Recommendations section below.

Increase awareness about Panopto features

Most instructors were unaware of most of the features available to viewers.
- Over 75% did not know viewers can comment or ask questions, share notes, search for text, or review the last ten seconds watched.
- Over 60% did not know viewers can take time-stamped notes, create bookmarks, and return to the bookmarked location.
- However, over 60% were aware that viewers can download recordings when permitted, view recordings on a mobile device, and vary the playback speed.

Students were also unaware of several of Panopto features.
- 66% did not know they could download recordings (although instructors can turn off this functionality).
- 66% were unaware they could search for text in a presentation.
- Around half were unaware they could comment or ask questions within a recording (48%), share notes with classmates (50%), and bookmark locations within a recording (49%).

Increase awareness of training opportunities, communications

Over half (57%) of the instructors had not attended Panopto workshops; 28% were unaware that the workshops exist. Nearly one-quarter of instructor respondents said that communication from UW-IT to the Panopto mailing list is clear and timely; however, only six respondents were actually subscribed to the list. Nearly 39% reported not receiving the email updates, and seven instructors were unsure. Seventy percent said that their preferred method of communication is to receive an email, but several wrote that they receive so many messages that it is hard to track them.

Several students commented that they could use some training to learn about functionality that they did not know existed.

Address concerns about Panopto's impact on class attendance

- Several instructors were concerned about Panopto's potential to negatively affect classroom attendance.
  - *"In-person attendance goes down if I record my lectures. This is why I am very cautious against using this for undergrads. It gives them too much rope with which to hang themselves."*
  - *"Students tend to rely too much on it and if a recording fails it becomes a problem for the instructor."*

INFORMATION TECHNOLOGY
UNIVERSITY *of* WASHINGTON

- Some instructors were more positive about the impact on attendance.
    - *"Students are excited because they save money by not having to park and do not have to fight Seattle traffic one day per week. Results: one less excuse as to why they cannot view or attend the class."*
    - *"Some students do not attend class, because they have access to the recordings. However, many students still attend class AND view the recordings for particular topics. Or they tell me they watch all the videos (in addition to attending class) to improve their notes."*
- In contrast, 30% of students responded that they were less likely to attend class. However, many of these same students made comments about going to class and watching the lectures later. Several also commented about being able to stay home when they were sick. Most students saw Panopto as a safety net that allowed them to catch up when they had a legitimate reason for missing class. Only 2% commented or implied that Panopto recordings made them more likely to skip class out of convenience or laziness.

Most common issues and needs

Students and instructors both identified areas for improvement or needs that were not being met. In some cases, changes have been made by Panopto and/or UW-IT since the survey was given.

- A few instructors asked for more options to position cameras, better Mac recorders, better support, and recorder indicators. Since the survey, Panopto has completely overhauled the Mac recorder; Panopto and UW-IT continue to improve their support; and UW-IT has installed devices to display recording status in classrooms with automated recorders. Also, in most rooms with cameras, instructors can select pre-sets and customize camera position. Learning Technologies and Classroom Technologies and Events plan to enhance support for these latter functions.
- Instructors experienced issues with unreliable recordings, editing, and using Panopto with different programs and operating systems. Since the survey, Panopto has updated and improved their recorders, improved their editing software (and continues to make improvements), and fixed many bugs.

Issues

Students reported the following challenges in using Panopto.

Problems with recordings
- Poor audio and video quality (20% of the comments were about this).
- Generally did not work, was not available (6% of comments).

Issues with mobile devices
- 49% did not know about the mobile app.
- 34% did not know they could view recordings on a mobile device.
- 39% access recordings using mobile devices.

Problems navigating content
- Recordings are hard to find (12% of comments).
- It is difficult to find content within recordings (18% of comments).

Needs

- More classes should use Panopto (26% of comments).
- Students want to be taught how to use Panopto features, and several requested (better) captioning. Since the survey, UW-IT has created student-centered documentation and worked with Panopto to improve captioning.

Recommendations

Of the recommendations below, several have already been completed (indicated by [*]) or are in progress ([**]).

1. Increase student and instructor awareness of Panopto viewing functionality and how to use it.
    a. Increase publicity about instructor workshops.[**]
    b. Create and share documentation about viewing functionality.[*]
2. Help instructors become aware of updates by reminding them about the opportunity to subscribe to the Panopto mailing list.[**]
3. Establish best practices for organizing and naming videos.
4. Prioritize and escalate reported issues to Panopto. Share feedback on mobile issues.[*]
5. Follow up with students to point out viewing options and the mobile app, and send feedback to Panopto so they can improve the mobile experience. Include information about how to use Panopto in student orientations.[**]

Summary

Most instructors and students were satisfied with Panopto. Students see the benefit of Panopto and wish it were more widely available. Some instructors hesitate to use Panopto because they are concerned about a negative impact on attendance, but most students who reported missing class had legitimate reasons and appreciated the safety net that recorded lecture provides.

Panopto has made a positive impact on teaching and learning at the UW. Instructors are able to cover more content, and students are able to review and learn information that they may not have caught the first time. As challenges are addressed and needs discovered and met, the gap between Panopto's potential and its actual usage at the UW will continue to narrow.