

Canvas- Survey and user testing in summer, 2015

UX Office Fondren Library



Outline

- Survey of faculty and students in the Canvas pilot course in summer, 2015.
- User testing of three instructors (experienced user) and one staff (new user).
- Issues on future study

Survey

- Instructors and students in two summer classes finished a survey on Owlspace at the beginning of their course.
- SMGT 350 & SMGT 362: 7
- EDUC 305/505 Educational Psychology: 12
(5 master students and 7 undergrads)

Survey-faculty

- 1=Strongly Disagree-----3=Neutral-----5=Strongly Agree
- I think OwlSpace is easy to use: **4 and 5**
- My students found OwlSpace confusing and hard to use: **1 and 1**
- I would like to move to a different learning management system if there is an option to do so: **4 and 4**

Survey-students

- 1=Strongly Disagree-----3=Neutral-----5=Strongly Agree
- I think OwlSpace is easy to use: **3.7**
- My instructor/s were able to effectively use OwlSpace: **3.7**
- I would like to move to a different learning management system if there is an option to do so: **2.8**

User testing

- Three faculty members who have used Canvas this summer and
- One librarian who is going to assist in the Canvas project

Log out issue

Severity: high

Problem:

- Logging out of Canvas takes users to the Rice personal blog system, and re-logging in from here ends up in the personal WordPress blog.

Recommendation:

- Fix the link, so logging out takes the user to canvas.rice.edu, with user info cleared.

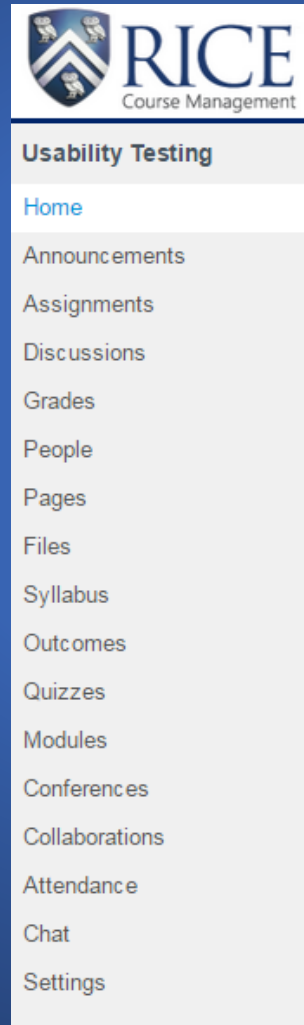
Files (and organization of menus)

Severity: high

Problem:

- Two users had never used the “files” section and had never even noticed it. They both used “pages” instead.
- Another user hoped that the interface of the system could be more simplified, with fewer menus.

Issues with organization of menus



The screenshot shows a vertical menu for RICE Course Management. At the top is the RICE logo with the text 'RICE Course Management'. Below the logo is a header 'Usability Testing' in a grey bar. The main menu items are: Home (highlighted in blue), Announcements, Assignments, Discussions, Grades, People, Pages, Files, Syllabus, Outcomes, Quizzes, Modules, Conferences, Collaborations, Attendance, Chat, and Settings.

- Usability Testing
- Home
- Announcements
- Assignments
- Discussions
- Grades
- People
- Pages
- Files
- Syllabus
- Outcomes
- Quizzes
- Modules
- Conferences
- Collaborations
- Attendance
- Chat
- Settings

Organization of menus

Recommendation:

- Better organization of menus on the left, probably grouping them according to functions:

-<*first things first*>

Home, announcements, syllabus

-<*course resources*>

Pages, modules, files

-<*students' works*>

Assignments, quizzes, grades, outcomes

-<*communications*>

People, collaboration, Discussions, conferences, chat

Navigation

Severity: medium

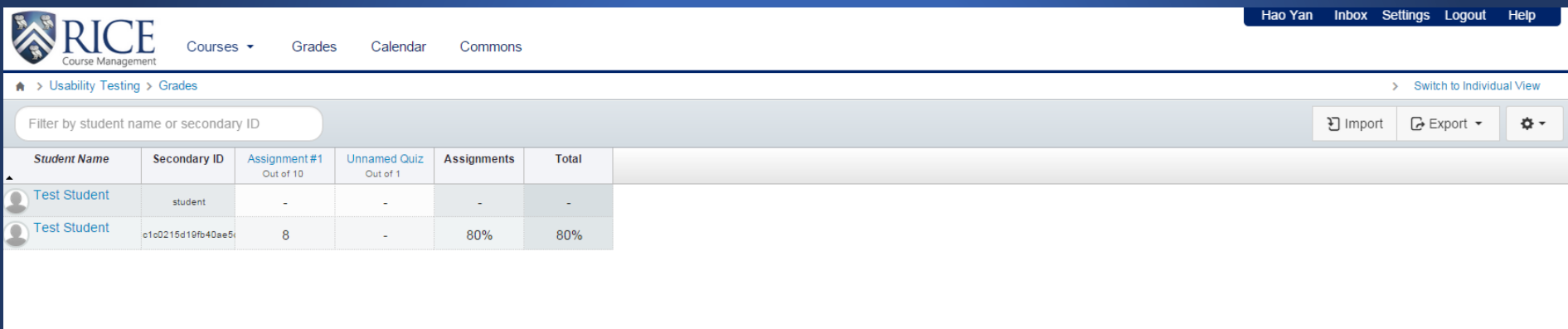
Problem:

- Sometimes the left/top navigation menus would disappear, e.g., when grading students' assignments and checking students' grades. Some users would have difficulties in returning to higher levels in the course.

Recommendation:

- Always keep the top and left navigation menus, or at least keep the navigation trace.

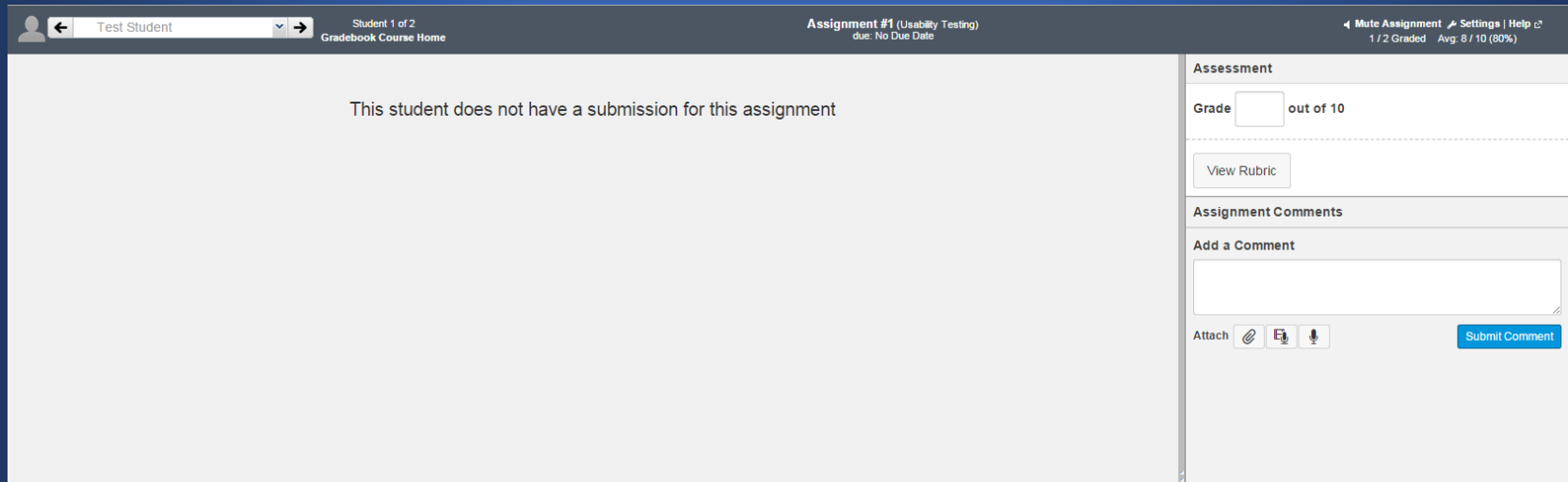
Issues with navigation: missing left menus under grades



The screenshot shows the RICE Course Management interface. At the top right, there is a user menu with 'Hao Yan', 'Inbox', 'Settings', 'Logout', and 'Help'. Below this, the main navigation bar includes 'Courses', 'Grades', 'Calendar', and 'Commons'. The current page is 'Usability Testing > Grades', with a 'Switch to Individual View' link. A search bar is labeled 'Filter by student name or secondary ID'. On the right, there are 'Import', 'Export', and 'Settings' buttons. The main content is a table with the following data:

Student Name	Secondary ID	Assignment #1 Out of 10	Unnamed Quiz Out of 1	Assignments	Total
Test Student	student	-	-	-	-
Test Student	c1e0215d19fb40ae5f	8	-	80%	80%

Issues with navigation: missing top menus under SpeedGrader



The screenshot displays a SpeedGrader interface for an assignment. The top navigation bar is missing, which is the issue being highlighted. The interface includes a student selection dropdown, assignment details, and a right-hand sidebar with assessment and comment sections.

Student 1 of 2
Gradebook Course Home

Assignment #1 (Usability Testing)
due: No Due Date

Mute Assignment Settings Help
1 / 2 Graded Avg: 8 / 10 (80%)

This student does not have a submission for this assignment


Assessment

Grade out of 10

View Rubric

Assignment Comments

Add a Comment

Attach 

Quiz (settings vs. questions)

Severity: high

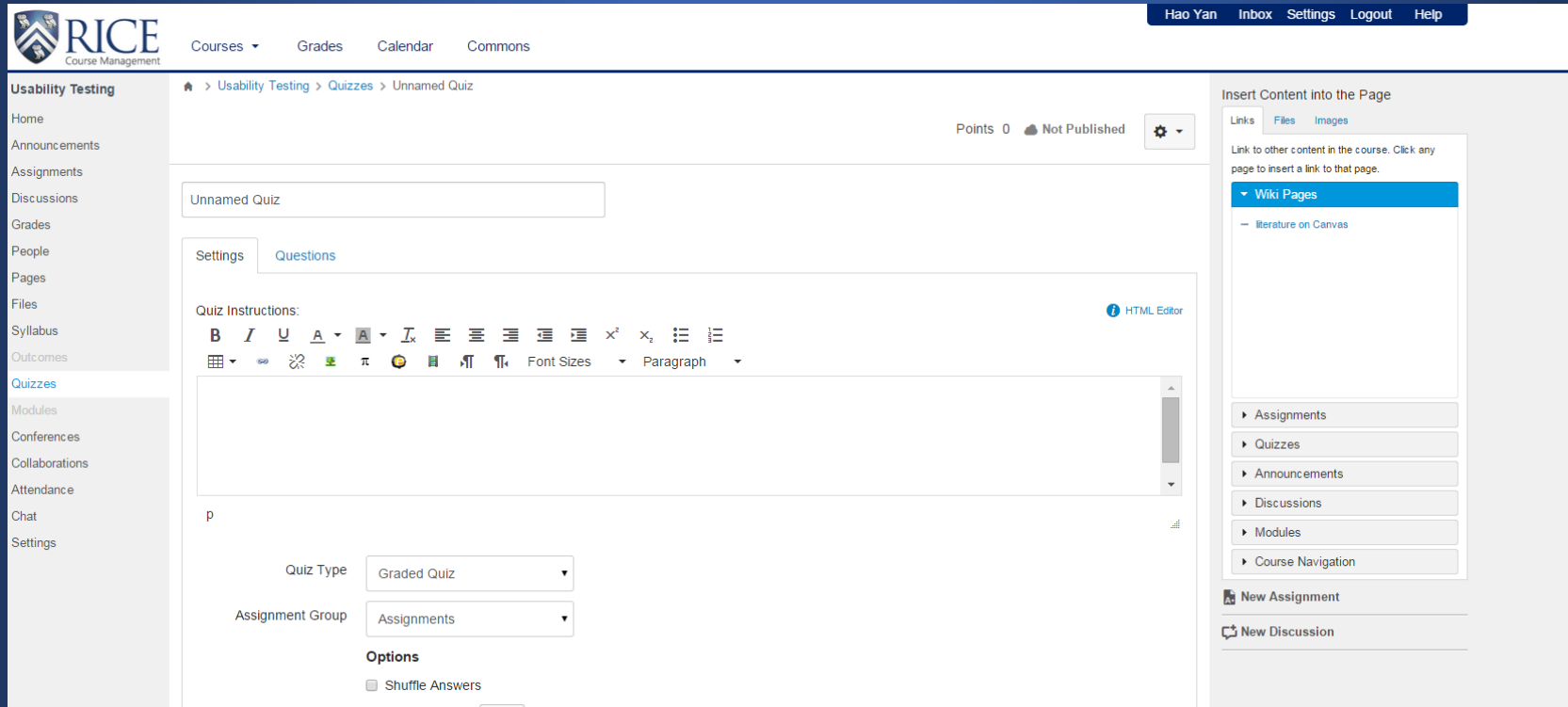
Problem:

- When setting up a quiz, two users mistakenly thought the default “settings” page was to write in question items. (See JR video 56’.)

Recommendation:

- Change the graphic design, so that “settings” button is highlighted and in color.

Issues with Quiz: confusing “settings” with “questions”



The screenshot shows the Canvas LMS interface for creating a quiz. The top navigation bar includes the RICE logo, course management links (Courses, Grades, Calendar, Commons), and user options (Hao Yan, Inbox, Settings, Logout, Help). The left sidebar lists various course management tools, with 'Quizzes' highlighted. The main content area is titled 'Usability Testing > Quizzes > Unnamed Quiz' and shows a 'Points 0' and 'Not Published' status. The 'Settings' tab is active, displaying a 'Quiz Instructions' editor with a rich text toolbar and a 'Quiz Type' dropdown set to 'Graded Quiz'. Below this, the 'Assignment Group' is set to 'Assignments'. The 'Options' section includes a checkbox for 'Shuffle Answers'. The right sidebar features an 'Insert Content into the Page' section with tabs for 'Links', 'Files', and 'Images'. The 'Wiki Pages' dropdown is expanded, showing 'literature on Canvas'. At the bottom of the right sidebar, there are buttons for 'New Assignment' and 'New Discussion'.

Quiz (save and publish)

Severity: low

Problem:

- The “save and publish” button is at the bottom of the “settings” page, which is very long. One user had difficulties in finding the button to publish the survey. (See JR video 53’50”.)

Recommendation:

- Show the “cancel”, “save and publish” and “save” buttons not only at the bottom, but also at the top, besides the status button (default: “not published”).

Inbox

Severity: low

Problem:

- The instructors would get notification in their Rice mailbox when students email them via Canvas, but they cannot reply directly in Rice mailbox.

Recommendation:

- Let the instructor to be able to reply to Canvas mail in their Rice mailbox, or at least provide links in the notification to direct them to Canvas Inbox.

Embedded video

Severity: low

Problem:

- One user complained that when he put a title to the embedded video on the page, the video window was shrunk so people need to manually scroll down the window to reveal the progress bar at the bottom. (See CH video 29'45''-32'40''.)

Recommendation:

- Enlarge the size of the video window when a title is added.

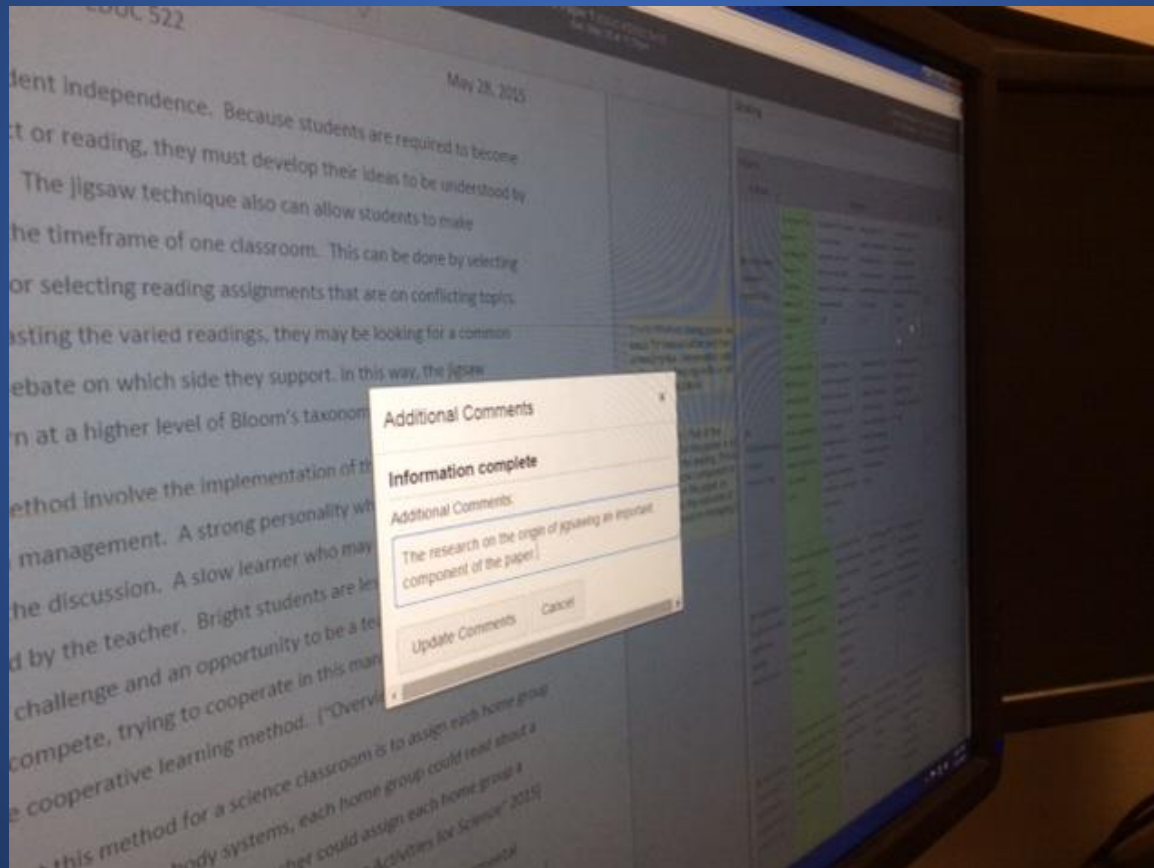
What do people love?

- All four users expressed positive opinions about Canvas and would like the university to adapt it campus-wide.

What do people love?

- SpeedGrader: Everybody loved it and used it all the time!
- One user also liked the ability to give students voice/video feedback.
- The three faculty users all formed rubrics for grading papers and used them a lot.

Using of rubrics in grading



What do people love?

- Pages: People used “pages” a lot. For all three instructors, this was the main place where they organized the course resources.
- Embedding video: One user used embedded video clips a lot. Another user wanted to get help to learn how to do this.

What's next?

- Please see:
“Issues to be discussed about the Canvas study”

Thank you!