

Canvas Usability

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Introduction

- Exploring Canvas
 - How we split up work
 - What we found
- Canvas and its problems
 - What methods we used
 - More findings from those methods
 - Lessons learned

Methods

- Cognitive walkthrough
- Interview
 - pre-testing interview
 - post-testing interview
 - semi-structured
- User testing
 - scenarios and tasks
- Data analysis

Cognitive Walkthrough

Tasks: trying to simulate an inexperienced professor setting up the course

CW Question	Issue?	Notes
<i>Will the user be trying to achieve the right effect?</i>	X	Users are having to many choices; also, there is a huge misleading message in this step. The main content on this page is "Ryan Instructor's Settings", and there are five fields under it: Full name, display name, Sortable name, language and Time Zone. The user can learn from it that their personal information, such as name, is considered "settings". Therefore, they might click on the button "Edit Settings" on the left. The user will be disappointed to see that they can only modify Languages and Time Zone, so that they can be leaded toward a false impression that the system do not support modification of personal information(since it is fairly common for education systems). Problem Severe
<i>Will the user know that the correct action is available?</i>	X	For users who is already under false impression, they can be discouraged to continue search for their originally intended functionality.
<i>Will the user know that the correct action will achieve the desired effect?</i>	X	There is not hint or guidance that shows the system can achieve what the user intended to do.
<i>If the correct action is taken, will the user see that things are going ok?</i>		Yes
General Notes:		<i>This seems OK for experienced users; however, it can mislead novice users easily.</i>

CW Question	Issue ?	Notes
<i>Will the user be trying to achieve the right effect?</i>	x	
<i>Will the user know that the correct action is available?</i>	x	<i>User is unknown about what the red "X" mark means.</i>
<i>Will the user know that the correct action will achieve the desired effect?</i>	x	<i>User might not know what the green check mark means because it doesn't explain anything. It might mean that they are marking the student absent or either present.</i>
<i>If the correct action is taken, will the user see that things are going ok?</i>	x	<i>Furthermore, how do users know they've succeeded? There also isn't a save button</i>
General Notes:		Generally this is very confusing for the user because they don't know the meaning for these marks and can make mistakes at this step.

User: Click "More"
System: Direct to student attendance information

CW Question	Issue ?	Notes
<i>Will the user be trying to achieve the right effect?</i>	x	The information shown seems to be confusing and user is going to get confused about what action to take next.
<i>Will the user know that the correct action is available?</i>	x	The user can either mark if the student is present, absent, late, or no mark in the details. They can also add badges and manage badges.
<i>Will the user know that the correct action will achieve the desired effect?</i>		

Interview & User Testing

- interview (20min)
 - pre-testing interview (10min)
 - post-testing interview (10min)
 - semi-structured
 - try to reduce pressure & encourage verbal feedback
- user testing (30-40min*)
 - scenario: pretend using canvas for their own class
 - tasks: mission-critical tasks, frequently used tasks, difficult tasks

How we did it

- Try to reduce pressure
 - no right or wrong answer/action
 - claim to be a neutral evaluator, no hard feeling taken
 - no pushing
 - calm participants
 -
- Screen and audio recording
 - used later when analyzing usability problems

analysis

Professor ████████:

Function area	Pro	Con	way to improve (thinking of the mockups)
Setting		unclear indication between "course setting" and "account setting" Left column in account setting can be easily ignored at first Change profile picture do not have a text button. Picture clickability is not obvious.	
Syllabus		Including link(assignment/page/webpage) option is not obvious	
Assignment			
Page			
Quizzes		"add quiz" button -did not complete the matching question	
Conference			
Grades			
Attendance			

Professor ████████:

Function area	Pro	Con	way to improve (thinking of the mockups)
Setting	Clicking account name can directly go to "profile"	1. Confuse "people" with "account setting" 2. Confuse "course description" with "pages" (front page) 3. Looking for "course start/end date" in calendar 4. Confuse participation with material access	
Syllabus		"Edit course syllabus" button hard to find Cannot change the title of the syllabus	
Assignment	adding new assignment button is obvious	Always forget to publish ("not published" sign not obvious) "total grade weight changing" button hard to find cannot change weight for individual assignment	
Page	adding new page button is obvious	cannot delete front page with no reason indicated clearly	

Setting:

- hard to distinguish "account setting" from "course setting" (Time consuming: Nieman, Kay)
- Left column in account setting can be easily ignored at first (Time consuming: Nieman)
- Change profile picture do not have a text button. Picture clickability is not obvious. (Time consuming: Nieman, Kay)
- hard to distinguish "people" from "account setting" (Fail to do: Kay; Time consuming: Nieman)
- hard to distinguish "course description" with "pages" (Time consuming: Kay)
- cannot find/edit course start/end date in calendar (Time consuming: Kay)
- participation permission with material access permission (Time consuming: Kay)

Syllabus:

- Including link(assignment/page/webpage) option is not obvious (Time consuming: Nieman, Kay)
- "Edit Syllabus Description" button not obvious (Time consuming: Nieman, Kay)
- Cannot change the title of the syllabus (brought up by: Kay)

Assignment:

- Easily forget to publish, "not published" sign not obvious (brought up by: Nieman, Kay)
- "total grade weight changing" button hard to find (Time consuming: Kay)
- cannot change weight for individual assignment (brought up by: Kay)
-

Page:

- cannot delete front page with no reason indicated clearly (Time consuming: Kay, Nieman) (brought up by: Runnerstorm)
- got mixed up on homepages ("front page" and "home page") (Time consuming: Runnerstorm)

Quizzes:

- "add quiz" button not obvious (Time consuming: Nieman, Kay)
- "add question" button not obvious (Time consuming: Nieman, Kay)
- "Making possible answer correct arrow" not obvious (Time consuming: Kay, Nieman)
- "fill in the blank" blanks have to be at the end of the phrase, and cannot be before or after (brought up by: Frost)
- answers shouldn't be labeled 'possible' answers, but instead should be labeled 'incorrect' vs. 'correct' (brought up by: Frost)

Conference:

- never used before (Time consuming: Runnerstorm)
- Uses conferences in person, not online so therefore probably unnecessary (brought up by: Allen)

Impressive Functions

- Grades
- Attendance
- Quizzes

Usability Problems

1. Setting:

- Confused with two Settings
- Hard to change the profile picture.

Problem Screenshot

kobsa-hci-1b

Home > kobsa-hci-1b

Home

Announcements

Assignments

Discussions

Grades

People

Pages

Files

Syllabus

Outcomes

Quizzes

Modules

Conferences

Collaborations

Attendance

Chat

Settings

Group 1B: The Instructor Experience

Edit ⚙

lol

Two settings

Choose Home Page

View Course Stream

Course Setup Checklist

New Announcement

View Course Analytics

Coming Up

Nothing for the next week

Problems

2. Syllabus:

- “Including Link” and “Edit Syllabus Description” buttons are not obvious.

Problem Screenshot

UCI | Canvas Pilot

Ryan Instructor | Inbox | Settings | Logout | Help

Courses ▾ | Grades | Calendar

kobsa-hci-1b

Home | Announcements | Assignments | Discussions | Grades | People | Pages | Files | Syllabus | Outcomes | Quizzes | Modules | Confernces | Collaborations | Attendance | Chat | Settings

🏠 > kobsa-hci-1b > Syllabus

Course Syllabus

The syllabus page shows a table-oriented view of the course schedule, and the basics of course grading. You can add any other comments, notes, or thoughts you have about the course structure, course policies or anything else.

To add some comments, click the "Edit Syllabus Description" link to the right.

[Jump to Today](#)

NOT OBVIOUS

[Edit Syllabus Description](#)

June 2015

31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11

Date	Details	
Wed Apr 15, 2015	Test Homework 1	due by 11:59pm
Thu May 7, 2015	Chapter 1 NJC	due by 11:59pm
Fri May 15, 2015	At Home	due by 11:59pm
Mon May 18, 2015	Quiz 14	due by 11:59pm
Wed May 20, 2015	Homework 3	due by 11:59pm
Fri May 22, 2015	There are Quizzies and there are Testies.	due by 11:59pm
Fri May 22, 2015	Nomenclature	due by 11:59pm
Thu May 28, 2015	5.21 Quiz	due by 3:55pm

Assignments are weighted by group.

Group	Weight
homework	15%
Assignments	25%
quizzes	10%
attendance	50%
Total	100%

酷狗音乐提示
网络连接已恢复

Problems (cont.)

3. Assignment:

- Easily forget to publish (“Not Published” sign is not obvious)
- “total grade weight changing” button hard to find

Problem Screenshot

UCI | Canvas Pilot

Ryan Instructor Inbox Settings Logout Help

Courses ▾ Grades Calendar

kobsa-hci-1b

Home

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Settings

🏠 > kobsa-hci-1b > Assignments

Search for Assignment

" Weight button "

+ Group + Assignment ⚙️

15% of Total + ⚙️

⋮	📄 Test Homework 1	Closed	Due Apr 15 at 11:59pm	100 pts	✅	⚙️
⋮	🎯 Quiz1			1 pts	✅	⚙️
⋮	📄 ePortfolio			100 pts	✅	⚙️
⋮	🎯 Chapter 1 NJC		Due May 7 at 11:59pm	2 pts	✅	⚙️
⋮	📄 Homework 3		Due May 20 at 11:59pm	20 pts	☁️	⚙️
⋮	🎯 Quiz 14		Due May 18 at 11:59pm	3 pts	✅	⚙️
⋮	📄 At Home		Due May 15 at 11:59pm	5 pts	☁️	⚙️
⋮	🎯 Nomenclature		Due May 22 at 11:59pm	2 pts	✅	⚙️
⋮	📄 New Assignment				☁️	⚙️

Problem

4. Page:

- Confused with “Frontpage” and “Homepage”
- Cannot delete a homepage

Problem Screenshot

kobsa-hci-1b

🏠 > kobsa-hci-1b > Pages

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

+ Page

PAGE TITLE ▾	CREATION DATE ▾	LAST EDIT ▾	
description for test hw 1	Apr 13, 2015	May 6, 2015 by Ryan Instructor	✓ ⚙️ ▾
i dont know what it is Front Page	Apr 10, 2015	May 6, 2015 by Ryan Instructor	✓ ⚙️ ▾
test	Apr 13, 2015	May 21, 2015 by Ryan Instr	

✎ Edit
🗑 Delete
Delete

Can not
Delete a Frontpage

Problems (cont.)

5. Quizzes:

- Hard to find out how to add question to a quiz.
- Need more instruction on how to compose some certain types of questions (fill-in blank and matching)

Problem Screenshot

kobsa-hci-1b

🏠 > kobsa-hci-1b > Quizzes > Unnamed Quiz

Points 0 🌫 Not Published

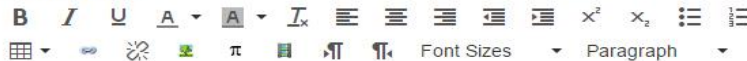


Unnamed Quiz

Settings

Questions

Quiz Instructions:



p

easy to be ignore

Insert Content into the Page

Links Files Images

Link to other content in the course. Click any page to insert a link to that page.

Wiki Pages

- description for test hw 1
- i dont know what it is
- test

▸ Assignments

▸ Quizzes

▸ Announcements

▸ Discussions

▸ Modules

▸ Course Navigation

Problem Screenshot

- Grades
- People
- Pages
- Files
- Syllabus
- Outcomes
- Quizzes
- Modules
- Conferences
- Collaborations
- Attendance
- Chat
- Settings

Settings

Questions

Question

Fill In Multiple Blanks

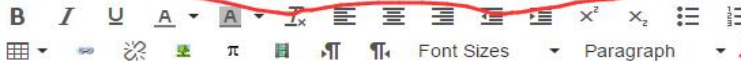
pts: 1

Enter your question, specifying where each blank should go. Then define the possible correct answer for each blank. Students must type correct answers into text boxes at each blank.

Question:

In the box below, every place you want to show an answer box, type a reference word (no spaces) surrounded by brackets (i.e. "Roses are [color1], violets are [color2]")

HTML Editor



needs
Highlights

p

Answers:

Show Possible Answers for [Enter Answer Variables Above]

Possible Answer: Answer Text

Insert Content into the Page

Links Files Images

Link to other content in the course. Click any page to insert a link to that page.

Wiki Pages

- description for test hw 1
- i dont know what it is
- test

Assignments

Quizzes

Announcements

Discussions

Modules

Course Navigation

New Assignment

New Discussion

Problem

6. Grades:

- “Note column” is hidden, hard to make it visible.
- A couple inconsistencies in changing grades for some columns, but inability to change for others

Problem Screenshot

Filter by student name or secondary ID

📄 Import 📄 Export ▾ ⚙️

Student Name	Secondary ID	Test Homework 1 Out of 100	Quiz1 Out of 1	ePortfolio Out of 100	Chapter 1 NJC Out of 2	Quiz 14 Out of 3	Nomenclature Out of 2	There are Quizzies and there ar... Out of 3	5.21 Quiz Out of 3	Roll Call Atter Out of 50
Christopher E. Ful	fulgence	0/100	-	-	-	-	-	-	-	67
Xueguang Lu	xueguangl	3	-	-	-	-	-	-	-	67
Alexander David R	adremigi	100	-	-	-	-	-	-	-	62
Yuan Xie	yxie4	-	-	-	-	-	-	-	-	83
Shiyun Yang	shiyuny	100	-	-	-	-	-	-	-	69

- View Grading History
- Set Group Weights
- Hide Student Names
- Arrange columns by due date
- Treat Ungraded as 0
- Show Concluded Enrollments
- Show Notes Column

Problems (cont.)

7. Attendance:

- badge function is not obvious and is properly introduced.

Problem Screenshot

kobsa-hci-1b

- Home
- Announcements
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- Discussions
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- Attendance**
- Chat
- Settings

Home > kobsa-hci-1b

- Christopher E. Fulgencio MORE ▾
- Xueguang Lu MORE ▾
- Alexander David Remigio MORE ▾
- Yuan Xie** MORE ▾
- Shiyun Yang MORE ▾

Yuan Xie

Present: 7
Late: 1
Absent: 1

Loud: 0
Most Badges: 0
Participation: 1
Special Frost Award for kerret speeling: 0
Sucks: 0
Yay!: 0
good: 0
participation: 0

+ Add badge
✓ Manage badges

Attendance: 83%

Mon Jun 01

Yuan is **unmarked**

☑ ☒ ⌚ ⌛

☒ LOUD ☒ MOST BADGES ☒ PATICIPATION

☒ SPECIAL FROST AWARD FOR KERRET SPEELING

☒ SUCKS ☒ YAY! ☒ GOOD

★ PARTICIPATION


No Introduce

Insights Gained/ Lesson Learned

- Cognitive walkthrough
 - visualized problems/helped user testing
- User testing walkthrough/ Interview insights
 - clarified problems/constructive feedback
- underestimated/overestimated professors
- audio/screencapture not whole picture
- Mockup

kobsa-hci-1b > kobsa-hci-1b > Assignments

Home
Announcements
Search for Assignment

+ Group + Assignment 

Weight final grade based on assignment groups

homework 15% of Total

Test Homework 1	Closed	Due Apr 15 at 11:59pm	100 pts		
Quiz1			1 pts		
ePortfolio			100 pts		
Chapter 1 NJC		Due May 7 at 11:59pm	2 pts		
Homework 3		Due May 20 at 11:59pm	20 pts		
Quiz 14		Due May 16 at 11:59pm	3 pts		
At Home		Due May 15 at 11:59pm	5 pts		
Nomenclature		Due May 22 at 11:59pm	2 pts		
New Assignment					
Super-Hard Killer Homework			1 pts		
There are Quizzes and there are Testies.		Due May 20 at 11:59pm	3 pts		

Assignments 25% of Total


system testing Quiz					
Amazing Assignment #1			100 pts		

quizzes 10% of Total

5.21 Quiz		Due May 28 at 3:55pm	3 pts		
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homework	15	%
Assignments	25	%
quizzes	10	%
attendance	50	%
Total	100%	

Calendar

Coming Up  View Calendar

- Jun 1 at 1pm
- test Jun 2 at 12am

June 2015

31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4

User Testing Difficulties

- Hard to motivate
- Hard to keep focus
- Feel like they are tested, don't feel comfort
- They feel stress
- Hard to see what's going on when they didn't talk
- Finding professors to test

Next Steps/ Decisions

- Analyze and Organize Data
- Summarize Key Findings
- Prototype
- Interview a few more professors

Updated Timeline

Week 10

- Last minute interviews (just in case) : June 1-4 (Shiyun & Xueguang)
- Ask questions on a frequent basis
- Double check data : June 3rd (Yuan Xie)
- Meet up and gather results : June 4th (Everyone)
- Summarize key findings : June 4th (Alex)
- Update Ray & Kelsey on progress/findings : June 4th (Chris)
- Rough draft of paper : June 4-5 (Everyone)
- Office hours
- STUDY

Updated Timeline (cont.)

Finals Week

- STUDY more (another professor interview&testing tomorrow)
- Double check audio/video recordings : June 6th (Alex & Yuan Xie)
- Read through final paper : June 6th (Xueguang & Shiyun)
- Provide pictures for paper : June 6th (Chris)
- Complete final draft of paper : June 7th (Everyone)
- Final

Thank You!

Questions?