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
Will the user be trying to achieve the right effect?	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
Will the user know that the correct action is available?	X	For users who is already under false impression, they can be discouraged to continue search for their originally intended functionality.
Will the user know that the correct action will achieve the desired effect?	X	There is not hint or guidance that shows the system can achieve what the user intended to do.
If the correct action is taken, will the user see that things are going ok?		Yes
General Notes:	*This seems OK for experienced users; however, it can mislead novice users easily.*	

CW Question	Issue?	Notes
Will the user be trying to achieve the right effect?	x	
Will the user know that the correct action is available?	x	*User is unknown about what the red "X" mark means.*
Will the user know that the correct action will achieve the desired effect?	x	*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.*
If the correct action is taken, will the user see that things are going ok?	x	*Furthermore, how do users know they've succeeded? There also isn't a save button*
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
Will the user be trying to achieve the right effect?	x	The information shown seems to be confusing and user is going to get confused about what action to take next.
Will the user know that the correct action is available?	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.
Will the user know that the correct action will achieve the desired effect?		

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 [redacted]:

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 [redacted]:

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:

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

Syllabus:

1. Including link(assignment/page/webpage) option is not obvious (Time consuming: Nieman, Kay)
2. “Edit Syllabus Description” button not obvious (Time consuming: Nieman, Kay)
3. Cannot change the title of the syllabus (brought up by: Kay)

Assignment:

1. Easily forget to publish, “not published” sign not obvious (brought up by: Nieman, Kay)
2. “total grade weight changing” button hard to find (Time consuming: Kay)
3. cannot change weight for individual assignment (brought up by: Kay)
4.

Page:

1. cannot delete front page with no reason indicated clearly (Time consuming: Kay, Nieman) (brought up by: Runnerstorm)
2. got mixed up on homepages (“front page” and “home page”) (Time consuming: Runnerstorm)

Quizzes:

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

Conference:

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

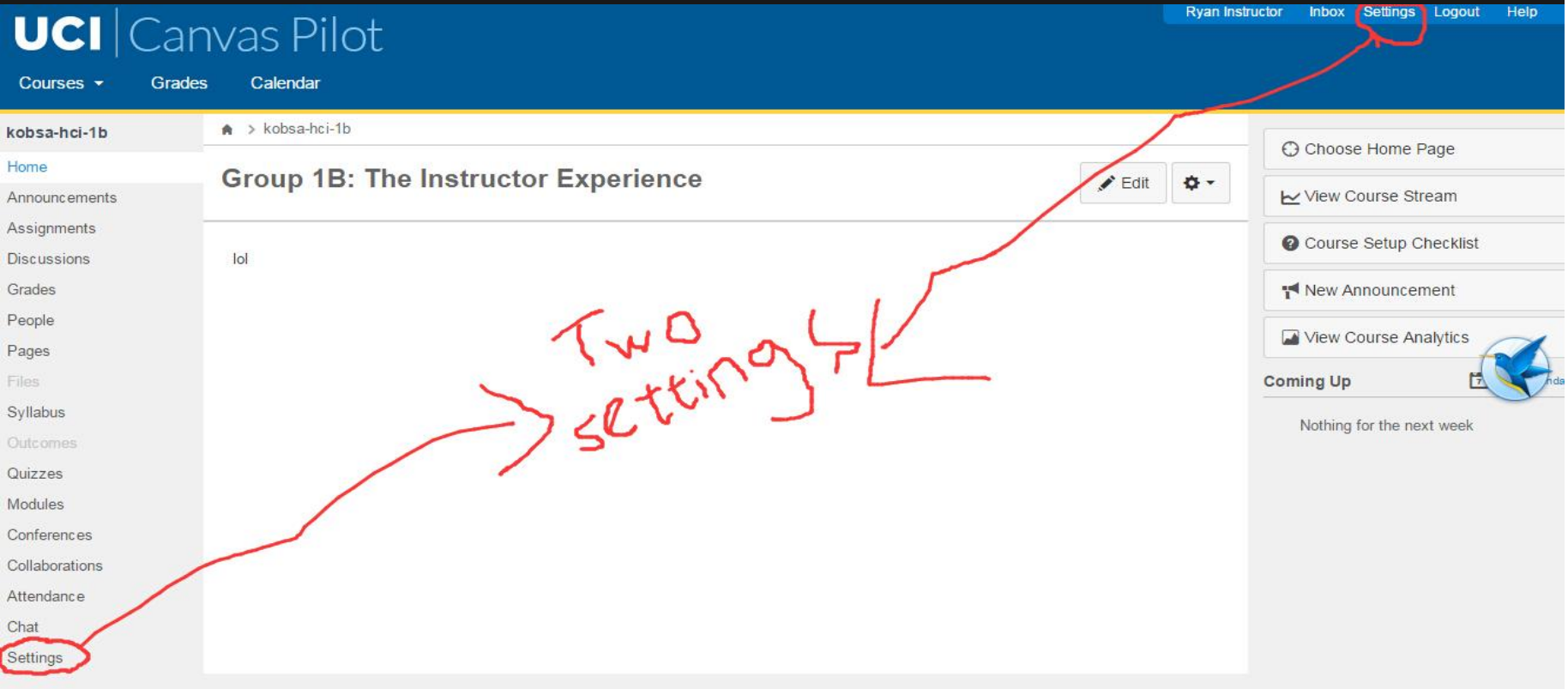
Impressive Functions

- Grades
- Attendance
- Quizzes

Usability Problems

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

Problem Screenshot

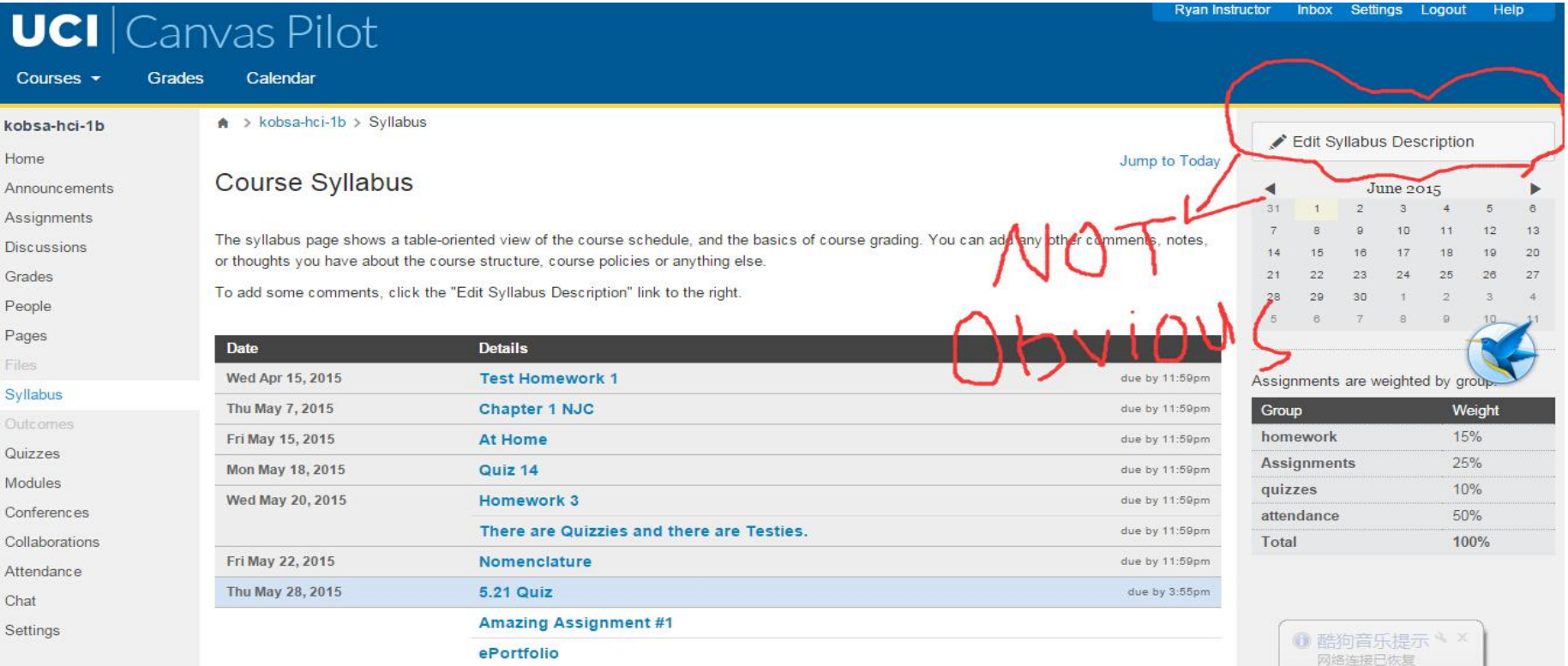


Problems

2. Syllabus:

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

Problem Screenshot

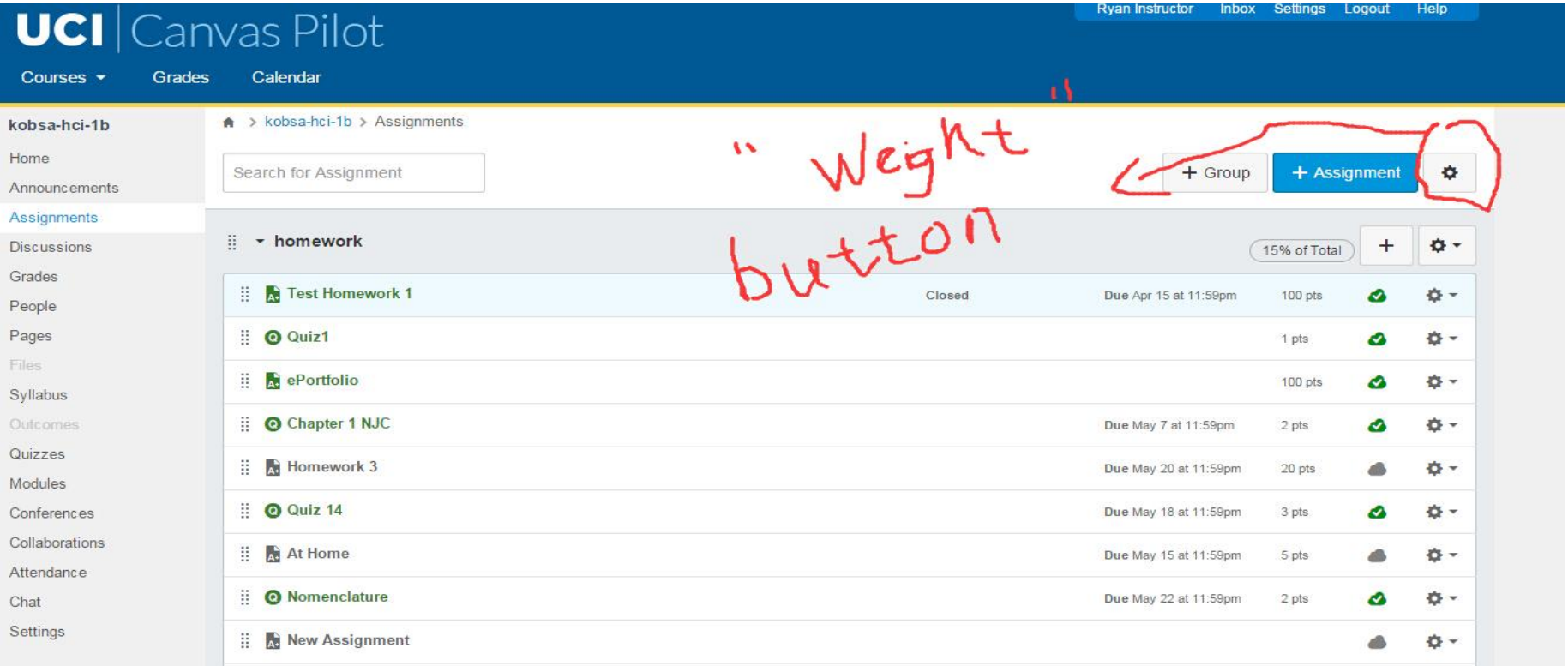


Problems (cont.)

3. Assignment:

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

Problem Screenshot

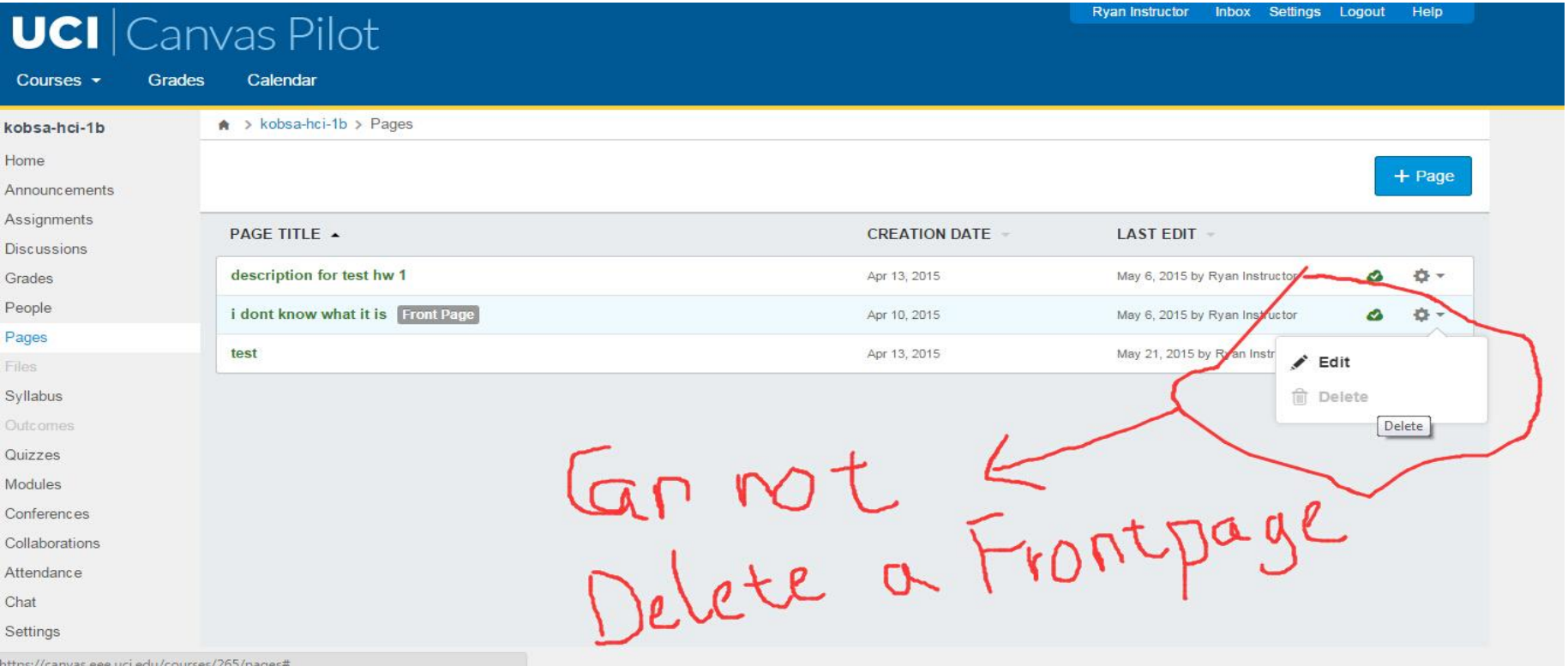


Problem

4. Page:

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

Problem Screenshot

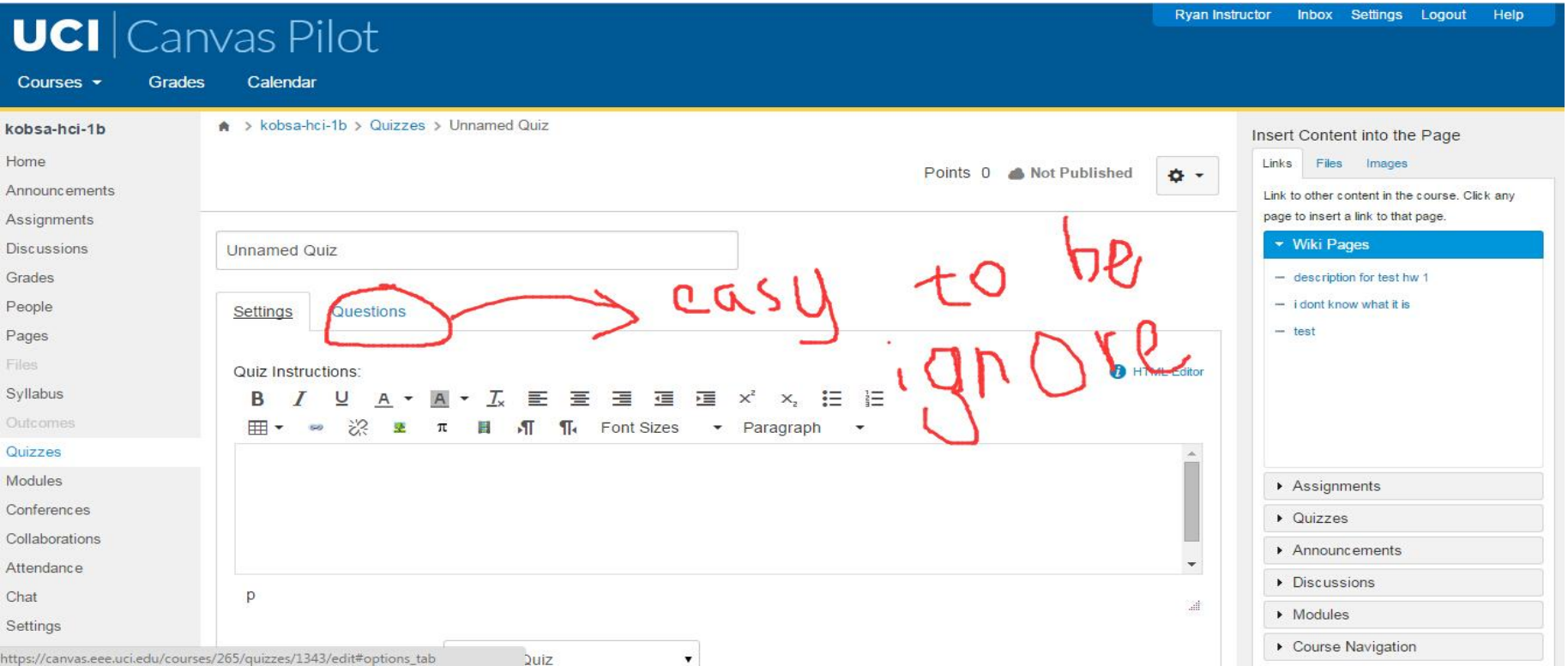


Problems (cont.)

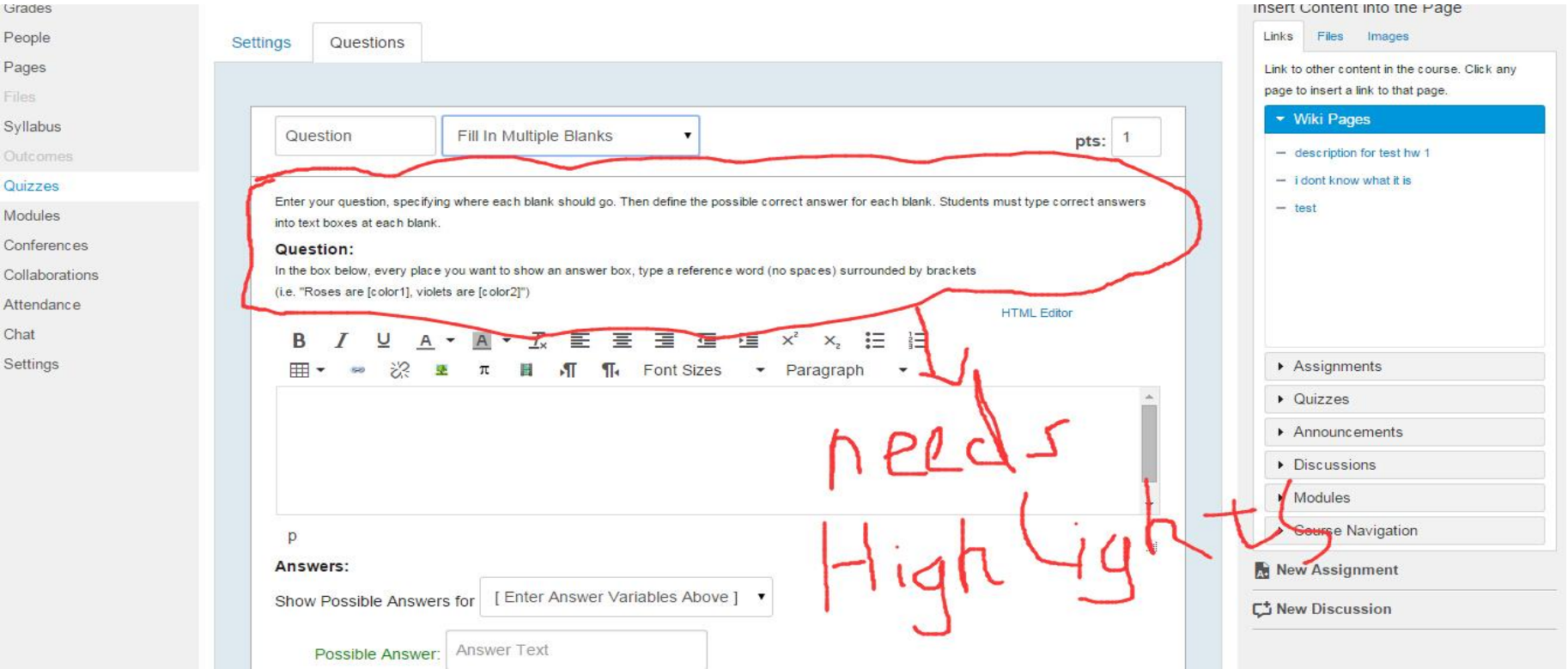
5. Quizzes:

- 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



Problem Screenshot

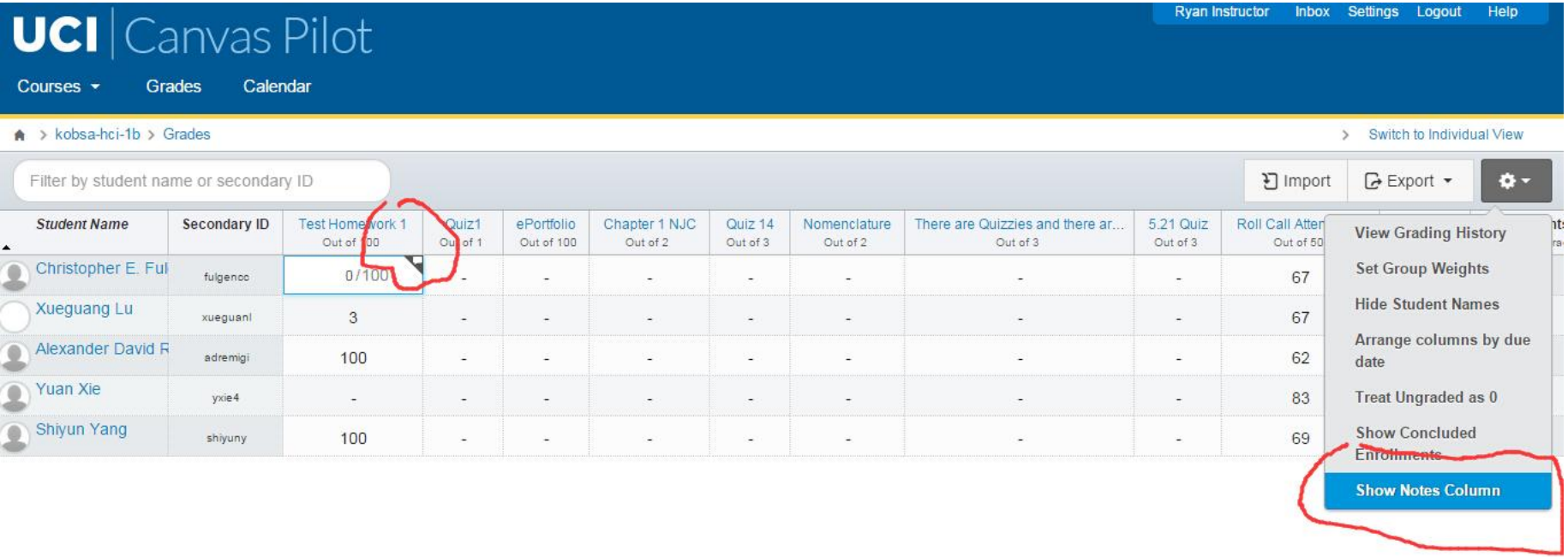


Problem

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

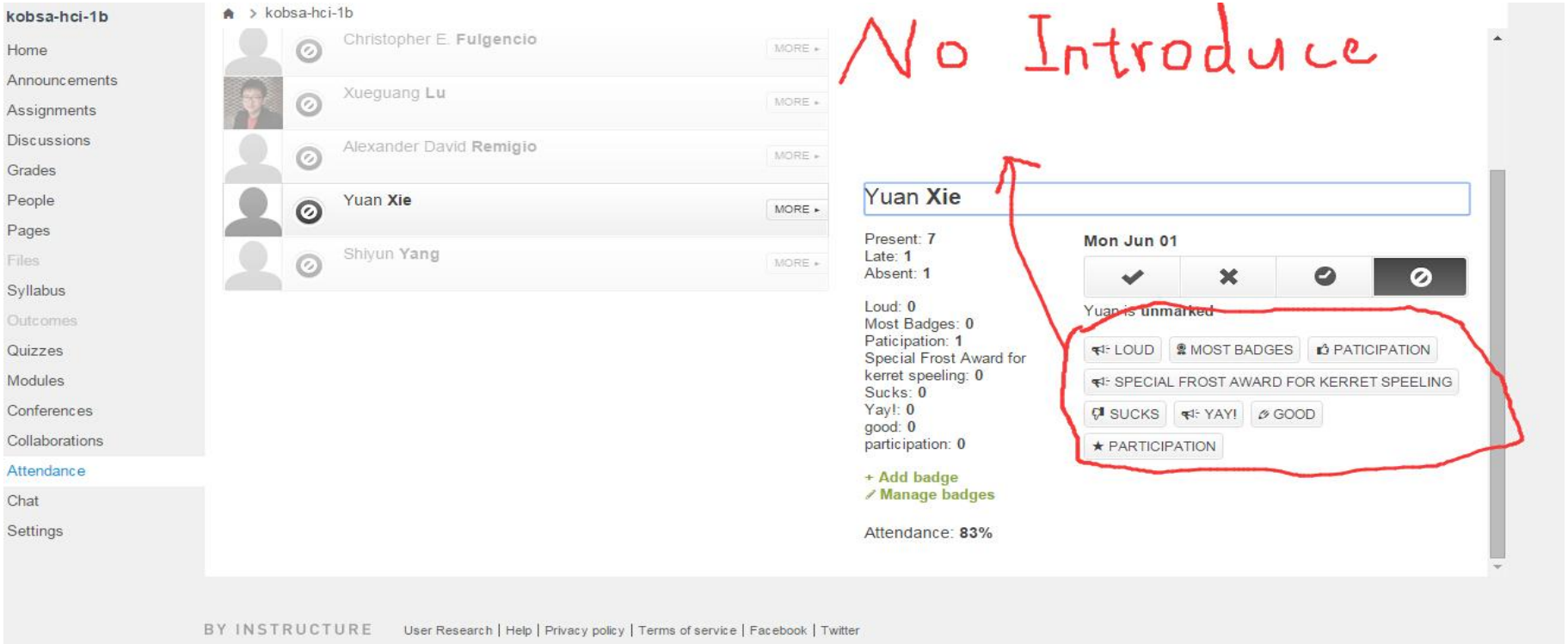


Problems (cont.)

7. Attendance:

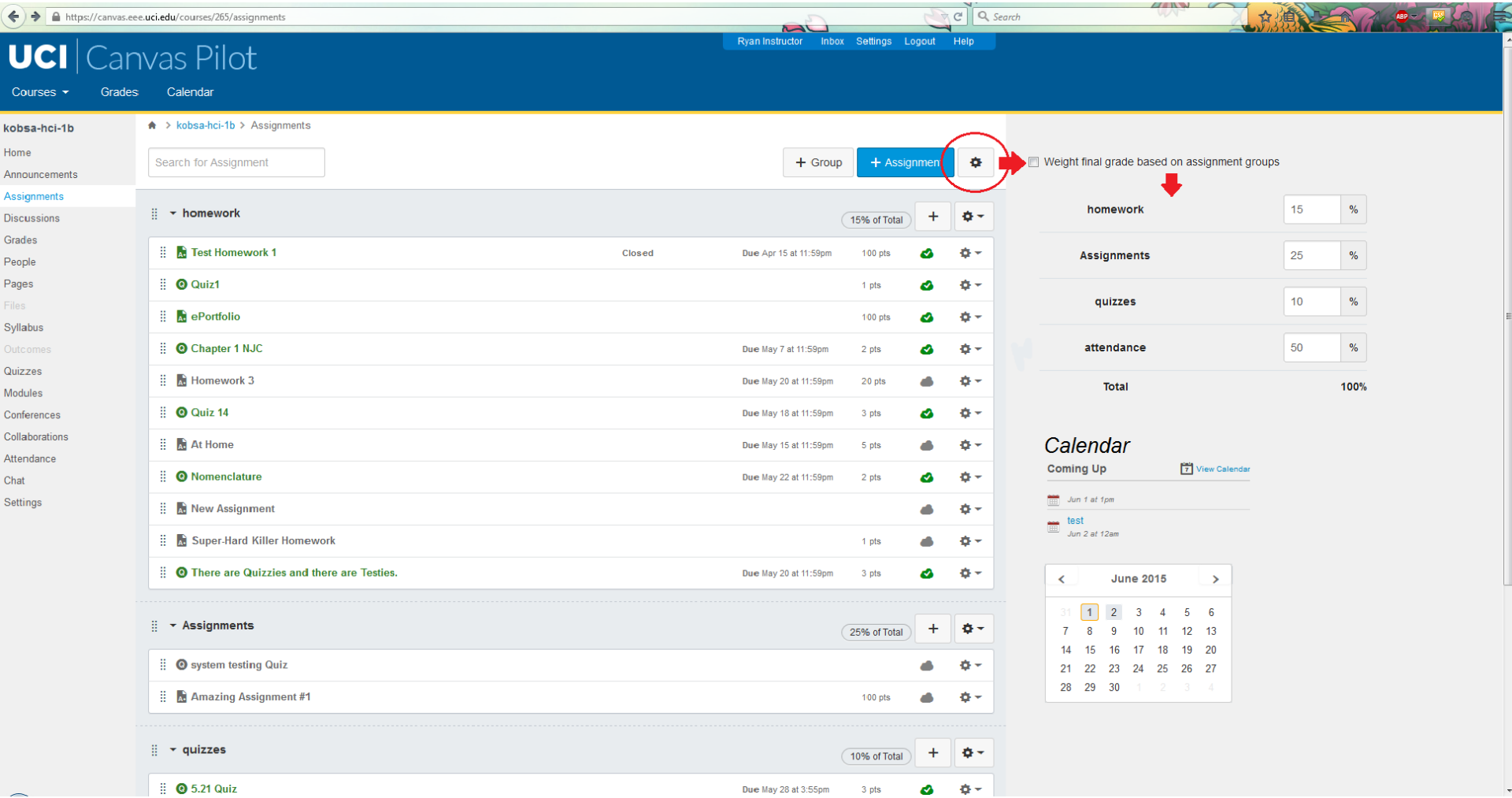
- badge function is not obvious and is properly introduced.

Problem Screenshot



Insights Gained/ Lesson Learned

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


https://canvas.eee.uci.edu/courses/265/assignments
Search
Ryan Instructor Inbox Settings Logout Help
UCI | Canvas Pilot
Courses Grades Calendar
kobsa-hci-1b
Home
Announcements
Assignments
Discussions
Grades
People
Pages
Files
Syllabus
Outcomes
Quizzes
Modules
Conferences
Collaborations
Attendance
Chat
Settings
kobsa-hci-1b > Assignments
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 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
Super-Hard Killer Homework 1 pts
There are Quizzies 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
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?