

University of Colorado Denver | Anschutz Medical Campus

Listening Tour - April/May 2021

Report - June 2021

Canvas Roadmap 2021

*Office of Information Technology
Enterprise Application Support
Academic Technology*

Crystal Gasell
Chris Vasques





WHAT IS THE CANVAS ROADMAP?

The Canvas Roadmap is an action plan and timeline document for 2021 outlining defined goals for the Academic Technology Team in OIT based on stakeholder feedback. Software and process initiatives will be prioritized by need as quantified by our Listening Tour data, and with Instructure (Canvas) deployment and release notes whenever possible.

This Report is Presented in Three Parts:

1. Listening Tour Data
2. Data Summary Insights
3. The Canvas Roadmap Timeline

THE LISTENING TOUR DATA

10 QUESTIONS

APRIL 10 - MAY 23 2021

ANSWERS ARE CONFIDENTIAL, ANONYMOUS, AND RANDOMIZED

Canvas Roadmap 2021

*Office of Information Technology
Enterprise Application Support
Academic Technology*

Crystal Gasell
Chris Vasques



STAKEHOLDERS

**Average Interview Length:
45 minutes**

BY DEPARTMENT

33 PARTICIPANTS TOTAL

DEPARTMENT	PARTICIPANTS
ARTS AND SCIENCES	1
BUSINESS	1
CAP	3
CLAS	4
DENTAL MEDICINE	1
EDUCATION AND HUMAN DEVELOPMENT	2
LIBRARY	4
ODE	3
OIT	2
REGISTAR	3
RMPHTC/PUBLIC HEALTH	1
SOM	6
CON	2

QUESTION 1

HOW MANY HOURS PER WEEK, ON AVERAGE, DO YOU SPEND IN CANVAS?

HOURS PER WEEK (AVERAGE)	PARTICIPANT REPORTED #
1-3	10
5-10	1
10-20	4
2-20	2
3-6	4
25-30	1
30-40	2

QUESTION 2

WHAT DOES YOUR TIME IN CANVAS LOOK LIKE? WHAT DO YOU DO IN CANVAS?

Grant Access, Enrollment, Teaching courses	Course Copies, importing content, manual enrolls, withdrawals
Teaching courses, Zoom organizing	Repository for files; Making modules; Grading; Making quizzes;
Troubleshooting, Admin	Full service ID; Tech integrations;
Adding TAs and Lecturers not in CUSIS, Merging Sections (Crosslisting), Manually Create Courses to suit custom curriculums, Sandbox courses, dual-degree students, change course dates, non-CUSIS enrollment system	Create modules/courses, add to commons for sharing;
Creating courses, Announcements, TAs, videos, grading	Canvas training, full-service ID, professional development;
Student progress, grading, creating quizzes and assignments, communication;	ID, but collaborative, no content uploads; Troubleshooting; Assessment; Training;
Uploading materials, organizing shell, building course, grading, co-teaching	Adding TAs; Adding/Removing people;
Full service ID;	Add all faculty to all courses, directors/codirectors - block system, push grades from examsoft to canvas, posting materials from guest lecturers, clinical rotations;
Enrolls, Drops/Withdraws	Low or no usage; Confluence; Troubleshooting;
Course Copies, troubleshooting, setting up LTIs or help with LTIs;	Setting up users; Adding users to Canvas;
	Maintains a collaborative sandbox; Instructional design;
	TROUBLESHOOTING;
	Large lecture course, and studio course;

QUESTION 3A

WHAT DO YOU LOVE DOING IN CANVAS?

Teaching; Adding people; Visual (boxes and buttons); Quizzes; Mobile;

Embedding (AR); Open source; Nicely organized;

Easy to use, consistent interface for editing and use; Quizzes;

Techsmith embedding;

Combining shells;

Headers, Indenting, PDFs, Student View; No strong dislikes

Creating Zoom meetings through Canvas shell; Building an empty shell from scratch; Integrating apps; Dropbox integration;

User friendly for quick announcement or overview video.

Simple to use.

Helping faculty and students; Better gradebook (especially comments);

Flexibility; Pages; Links/Media;

Embedding, mobile experience, journaling student experience;

Feels organized;

Adding people is easy;

Design; All classes in same space; Transferring content between courses; Communication; Integrations (except for support);

Problem by problem grading in speedgrader; Linking to content within Canvas;

QUESTION 3A (continued)

WHAT DO YOU LOVE DOING IN CANVAS?

Very easy for instructors to use even with a ton of knowledge about Canvas; Enjoy the ability to add HTML for visual;

Solid overall; Gradebook; Easy to use; In-Line commenting on videos;

Canvas as a portal for materials; Modules and organization;

QUESTION 3B

WHAT WOULD YOU LIKE TO STOP DOING IN CANVAS? (DISLIKES)

Number of clicks it takes to do something; Process for sharing content; Process for Incompletes; Lack of clarity with roles;

Wanting additional features in Turnitin; General struggle with plagiarism; "Hate the syllabus"; Strong dislike for Proctorio in Canvas, only works on the phone for some reason;

Access to data and dynamic viewing, needs taxonomy to organize the assessment questions; longitudinally for competencies; Moving to ExamSoft due to this; Better proctoring; Rubrics need -1;

Canvas is Courses not Curriculums, requires extra management systems; Setting Accommodations across course instead of by individual quizzes; Interprofessional Education - Any ways to better integrate?

Students have trouble finding feedback;

When sync is off or wrong; Difficulty with shells closing and access to closed shells; Need better understanding for roles; Need better process for adding outside instructors (CU Open process); Rolling over shells from one semester to the next - making the process better for rollover;

Canvas embedding is limited to 800MB, so better TechSmith training would be nice;

Need ability to import Microsoft documents as Quizzes;

Inability to categorize content/materials accurately. (Formatting options for different types of modules, etc), ways to FIND content in Canvas.

Basic, courses don't look professional, especially for CE; Need for tracking outcomes at curriculum level; Tagging questions to learning outcomes;

People going around service desk or OIT to get things to happen that shouldn't; Crosslisting process, especially for repeat course or courses that change in CUSIS;

New Quizzes lacks practice quizzes;

QUESTION 3B (continued)

WHAT WOULD YOU LIKE TO STOP DOING IN CANVAS? (DISLIKES)

Navigation; Especially with Discussions;

External users (CE) process; Proctoring solutions; Roles and role use is unclear; Who does what and why?

Aesthetics, search functions; Adding people to Sandboxes; Collaboration is difficult; Why are quizzes assignments?
Sharing courses once built is difficult; Navigation can be bad;

Group navigation, peer review, discussion boards; CUSIS pushes are broken; Request for Canvas Studio; Zoom LTI;

Combining Canvas shells (crosslisting) is clunky;

ExamSoft Token problem; Needs a user role for guest lecturers;

Discussions is terrible, especially for grading;

Reporting and getting data is tough;

Math mode and equations are terrible - no keystroke?; Content searching would be nice; Copying quizzes or quiz questions is bad; Speedgrader does not work with a tablet/stylus; Students have trouble finding feedback; Exporting content (quizzes, etc) from Canvas comes out in unusable format; Hard to share material with other instructors or institutions; PDF viewer in Canvas is pretty bad, disables links; Cannot link to announcements; Too difficult to link comments in Discussions; Discussions are bad in general compared to expected discussion board functionality;

When Instructure changes something, especially visual;

"Vanilla" or generic experience;

When students can see their grades because it is not accurate (grade weight problem?);

QUESTION 4

WHAT HAS YOUR EXPERIENCE WITH SUPPORT BEEN LIKE? WHAT DOES THE PROCESS OF GETTING HELP LOOK LIKE FOR YOU?

(Used to be) Alex; Crystal (Today); Service desk can create a cycle of struggle, but good for simple issues, and has improved; Problems with course access, many times during term transition;

OIT for student issues, Turnitin problems; Directs some students to Canvas; Level of expertise has improved in service desk, but not helpful on nights and weekends;

OIT ticket for broad issues, but many times goes to Crystal;

Instructure Support; Supervisor/Colleagues; Used to be Alex; Mostly good experience but service desk can turn into a loop between Instructure and OIT;

Supervisor/Colleagues; Unclear path to correct team; First 2 weeks of semester are a swell of students with challenges OIT can't help with;

Supervisor/Colleagues; OIT;

Supervisor/Colleagues; ODE help pages; OIT help pages; Would like to see mandatory Canvas training for faculty; Better understanding of where to go for what kind of support - getting to the right people - especially for new teachers;

Canvas support, direct; OIT email;

Supervisor/Colleagues; But, unclear about who to go to when for which issue. Evenings and weekends are a challenge; Canvas Support;

Crystal;

Crystal;

QUESTION 4 (continued)

WHAT HAS YOUR EXPERIENCE WITH SUPPORT BEEN LIKE? WHAT DOES THE PROCESS OF GETTING HELP LOOK LIKE FOR YOU?

Academic Tech;
OIT service desk, or Crystal; Sometimes Canvas;
Google, Canvas Guides;
Crystal; Great service in general;
Service desk referred them to Canvas, but Canvas won't answer certain questions;
Students/Faculty get trapped in loops when sent to service desk because service desk sends them back to Canvas; Mostly use Canvas Guides; Support tree is confusing, people don't know where to go for what;
No help desk; Canvas help is the go-to;
OIT service desk, mostly experience is fine; Email is most effective;
Canvas support; Since that is where OIT sends everyone; Canvas support basically doesn't exist;
Youtube/Google; Canvas was good before covid;
Academic Tech or Google;
Canvas guides;
OIT Email;
OIT Help Desk; Colleagues; Never uses Canvas support;
Canvas, but wait times have been long;

QUESTION 5

WHAT HAS YOUR EXPERIENCE WITH EXTERNAL PROCESSES RELATED TO CANVAS? EX: GRADES, PARTICIPATION/ATTENDANCE, OR ENROLLMENT.

Sometimes CUSIS fails and requires manual add/remove for people and courses; Crosslisting; Processes with Exporting Gradebook can be a challenge, formatting; Optional grades>SIS push would be great;

Attendance and participation is based on synchronous webinars;

Zoom integration isn't great; For the most part pretty good though; Currently using ExamSoft for most grading;

Grading doesn't work. Students can earn 2 different letters for same assignment. Due to Remediation. Lots of workarounds;

Enrollment is tricky; Withdrawals are broken, students don't get removed;

Better integration with CUSIS;

Microsoft Teams needs improvement for integration;

Grading is cumbersome; Needs more automation for getting to CUSIS;

Improving process for creating crosslisted non-credit courses;

Struggles with withdrawals/removing students; CUSIS delays are a struggle, especially when the student bounces around in service desk;

More training for LTIs or add-ons and how they appear in Canvas;

QUESTION 5 (continued)

WHAT HAS YOUR EXPERIENCE WITH EXTERNAL PROCESSES RELATED TO CANVAS? EX: GRADES, PARTICIPATION/ATTENDANCE, OR ENROLLMENT.

Withdrawals; Leadership doesn't have clear idea for the problems present;

Likes gradebook, but wonders how she would scale up the process if she had to;

SSO troubles occasionally; Need training for people that exposes them to the IT side of education; More "shared governance" around technology;

Grade export would be hard at scale; Withdrawals are broken and don't work right;

Need more consistency for enrollment and course publishing; Do this in a transparent way with visible dates for students; Assessment tool limitations and outcomes need attention;

Deferred question to other colleagues;

Occasional confusion about posting grades;

Grades push from ExamSoft to Canvas; Seems to work;

Financial aid stuff is a pain;

Sync automation problems causes a huge amount of problems;

Would love to see Canvas reliable connection to CUSIS, and more things in general;

Would love to see Canvas grades push to CUSIS;

Doesn't trust Canvas gradebook, runs own calculations, then posts to CUSIS;

QUESTION 6

WHAT FEEDBACK HAVE YOU RECEIVED FROM STUDENTS ABOUT THEIR EXPERIENCE IN CANVAS?

Overall, students like Canvas; They want it, they depend on it;

Big challenges with McGraw and Connect, items get scrambled importing in;

#1 Pain point is Proctorio; Trouble with consistency between courses;

Changing dashboards are confusing; Can notification settings be adjusted per course instead of per account?

Really difficult to upload files - problems with bandwidth;

Positive feedback on mobile experience, which is predominant;

Discussion forums, students like discussions; Students sometimes say Canvas isn't easy to use; "Assignments" is confusing because quizzes and discussions are both assignments too (in addition to submissions);

More training for mobile app for faculty to understand student experience. Students want consistency in content/materials; Canvas standard document format?

Engagement tools could be a lot better, especially Discussion boards;

Announcements and navigation could do with some attention. Faculty use it differently;

Start of semester is lots of "can't see my course" - lack of communication in general from professors at start of semester makes it much worse;

Nothing major; Students seem happy with Canvas;

Students don't like that faculty use Canvas in different ways; Students have trouble finding due dates for assignments;

More training for new students;

QUESTION 6 (continued)

WHAT FEEDBACK HAVE YOU RECEIVED FROM STUDENTS ABOUT THEIR EXPERIENCE IN CANVAS?

Messaging through Canvas can be hard when faculty are forwarding student issues to internal teams; Students feel Proctorio discriminates against minorities; A centralized ticketing system would help;

When students miss a quiz, it is hard to fix; Need training for Automatic Zero feature; When Links and Videos don't work, it is sometimes challenging to fix when hearing from the student without professor;

Students struggle to find feedback; Mobile experience vs. desktop experience; Notifications don't give enough options so students shut off too many things; Teachers use synchronous courses when they should be using asynchronous - students struggle;

Personality dependent; Email or announcements but announcements don't foster discussion, is that OK? From the college level, can we be better at this without Canvas?

A best practices document would be helpful; Combining shells and co-teaching can be bad experience for students; Students get frustrated when they feel like instructors don't know how to use Canvas;

Trouble with students not being enrolled correctly; Faculty run out of space for content in Canvas, they like everything in one place;

Can we build a model of a 5-star course? Biggest student complaint is inconsistent design from professors;

Trouble finding feedback (students); Students dislike that all professors build courses differently in Canvas; Having a better way to see what students see would be very helpful (beyond student view);

More consistency between desktop and mobile experience;

Students are pretty content with Canvas as a central hub; Students are happier with more consistency in Canvas;

Student perception of value with online course, sometimes they express that they feel they are getting "ripped off"; Additional tools for graphic design would be nice - Canvas is not "graphically sophisticated"

QUESTION 7

WHAT HAS BEEN YOUR EXPERIENCE WITH THIRD-PARTY TOOLS? AND, ARE THERE ANY TOOLS WE DON'T HAVE CURRENTLY THAT YOU FEEL WE SHOULD?

Loves TechSmith; Dislikes Proctorio, not as good as a tool, lots of problems; Turnitin is a little confusing;

Turnitin is not functioning in a way that will prove plagiarism reliably;

Vote for NameCoach; Flipgrid - would be great to have better tools for video integration, esp for discussions;

Loves Lecture Capture, Panopto; H5P; Using ExamSoft;

Turnitin is stable; TechSmith integrates very well, but students have trouble accessing videos from home occasionally;

TechSmith knowmia linking and embedding is big plus; Better solutions for proctoring, privacy complaints with Proctorio;

Only uses Turnitin; Loves Teams;

TechSmith Knowmia, used a lot, love/hate relationship, it is adaptable, but dislikes when updates change location of features; Google Docs; Something that creates tabs in Canvas; Something like Proctorio without the bugs;

TechSmith Knowmia used extensively; Playposit vs TechSmith - Playposit is much more powerful; Namecoach; Proctorio is a challenge because training is lacking;

Login process training could be better for LTIs; Training on use cases for course; Training for adding/integrating into course;

Panopto; Respondus; No proctorio; ExamSoft (item handling); Request for "Item banking" and "video capture"

QUESTION 7 (continued)

WHAT HAS BEEN YOUR EXPERIENCE WITH THIRD-PARTY TOOLS? AND, ARE THERE ANY TOOLS WE DON'T HAVE CURRENTLY THAT YOU FEEL WE SHOULD?

TechSmith; Flipgrid; Canva; Google stuff is great but it doesn't work with our emails;

Proctorio (very challenging and difficult to use, Respondus Proctor could be alternative); Lacking SCORM Cloud, Articulate 360, Captivate, can we take more of a serious look at LTIs and what we can get? Why did we get Panopto when we had TechSmith? Love the slideshow functionality in Panopto.

Hypothesis is sometimes different in the LMS than in the website; Anything pulling them out of Canvas can be disorienting; Concerns about data; Should never require a student creating an account;

Request for Piazza; Discussion boards should be much better for video, sharing, media;

Need better understanding for process of approval and activation; Can we shut off availability and only provide options to faculty that we actually offer? Authentic Assessment (Organic, trust based); Proctorio and Knowmia are old thinking around new needs;

ExamSoft is easy to setup/use; Aquafer; Pikmonic;

Using Teams instead of Zoom would help a lot; Storage problems in Canvas could be solved with more training for OneDrive;

Using Zoom for proctoring; Proctorio has been a nightmare; Using ProctorU but students have to pay; MyMathLab (Pearson); Students prefer links to embedded videos;

Loves TechSmith Knowmia;

Would like for Ally to be turned on by default; Knowmia is helpful; Would like to find a better tool for in-line commenting in videos; Uses Slack instead of Discussions because it gets much better engagement; YellowDig

MIRO; TechSmith Knowmia; Working more with Adobe Premiere, would there be an integration for Adobe?'

QUESTION 8

ARE YOU CURRENTLY PULLING ANY DATA FROM CANVAS? IF YOUR SCHOOL OR COLLEGE IS TRYING TO ANSWER QUESTIONS WITH DATA, WHAT ARE THEY?

Usage, presence, student time in Canvas;

Would like to see Canvas integrated with Vimeo instead of TechSmith; Problems with Proctorio for disability students;

Holistic Review - Course shell for compiling data on students; Competency; Longitudinal growth;

Assessment data, Gradebooks and quizzes; Analytics regarding time spent in course for students who do well vs. time for those who don't; Finding broken links;

Better tools for support and assisting faculty;

Rubrics, attendance, training level or time;

Uses data to alert students who seem to be spending less time in Canvas than they should; Usage stats, views;

Biggest question is activities being tied to program outcomes; More data on video views;

Students logging in, comparing anything we can to enrollment numbers; More of a final thing for date of last attendance;

Drop student reports; Currently getting from Crystal or Canvas;

Quiz statistics; No access to data api, they might do more if they had that; Interested in usage stats;

QUESTION 8 (continued)

ARE YOU CURRENTLY PULLING ANY DATA FROM CANVAS? IF YOUR SCHOOL OR COLLEGE IS TRYING TO ANSWER QUESTIONS WITH DATA, WHAT ARE THEY?

Quiz report data; Student engagement time for struggling students;

Page views, video views; Dropout Detective type stuff "retention/early alert"

What order do students do things in Canvas? Linear navigation vs. non-linear. Where do they go for finding different things? Is there any way to track course versions?

Students are very aware of Canvas collecting data; Request for Wolf - because it was helpful;

Using Qualtrix, and Excel, Outcomes is useless, not scalable; Can we optimize data - Using Student evaluations to inform course design; Suggestions for revision; Budgetary impact; Ethics should be forefront;

Occasional reports on student activity could be helpful; Insights into faculty usage;

All grades for entire career of student for all courses;

Access reports are a pain; Would be nice to have a better tool for that;

Difficult to get data; Anything better would be great;

Student usage and engagement; When do they do what things in Canvas? How long do they spend?

Participation and attendance;

Better insight into student usage beyond just time in Canvas;

QUESTION 9

WHAT GUIDES OR TRAINING WOULD BE HELPFUL TO YOU? AND, WHICH DELIVERY METHODS FOR GUIDES AND TRAINING DO YOU THINK ARE MOST EFFECTIVE?

Calendar of when to expect things to happen in Canvas; When is it a problem and when is it not?

Likes reading versus videos; Likes checklists and instructions;

Would be nice to get the Academic Tech newsletter for Staff/Admins as well;

Uses Canvas Guides a lot; Can we wrap them in our pedagogy? "To provide this experience, use these guides." Can we help non-teachers build courses and teach courses?

Canvas training for new faculty;

Impressed with Canvas guides; Better definitions of Canvas terms; Importing/Exporting shells; Better definitions of roles;

Better guide for navigating training resources; Handouts and one pagers; Better knowledge base for searching content specific to CU;

Proctorio; Canvas Training, different levels, basic/advanced; More trainings for students;

Better search for internal resources; Does not prefer live chat, likes to work with someone in person;

Remote proctoring or any high-stakes impact should require faculty training; Provide video and written; Step by step, We can't make assumptions that faculty know anything (tech); Improving support for Anschutz from OIT in general;

Training doc for rules and parameters for Canvas for Course Coordinators (shells, requesting access, working with deadlines, who they go to for help); Quick reference of common tasks "one pager" (PDF maybe);

Guide on split between Service Desk and ODE, used to be the same, now they are separate; Confusion for faculty;

Most people like videos; Multiple assignment groups, importing content from past shells; Ungraded quizzes that give you the answers and count as participation; Participation examples;

QUESTION 9 (continued)

WHAT GUIDES OR TRAINING WOULD BE HELPFUL TO YOU? AND, WHICH DELIVERY METHODS FOR GUIDES AND TRAINING DO YOU THINK ARE MOST EFFECTIVE?

More training for new students; Canvas scavenger hunt; Can we get more upfront training for students so it doesn't take up class time?

Better training for new faculty on LMS; Required training for Canvas but also for common LTIs;

Better training for new students in Canvas; Better training for faculty; Should be required and possibly asynchronous;

Canvas Guides is great, but hard to find real answers; Faculty want to be able to send answers to students more easily; Links to old CU Online site are wrong and OLD; Training and Support shouldn't be a distinction for Canvas service desk, they are one in the same;

Need based; Better just in time training overall is needed; Micro-learning;

Document, step by step guide for getting started with Canvas; Possible for it to be required? Registrar security no longer makes them fill out PDF for FERPA;

"Getting started" for faculty; Course copies and rollovers;

Standardized guides - predictable formatting; More help for Course Coordinators; Policies about Course Coordinators?

Hard to find solutions for advanced functions of Canvas; Can we facilitate discussions around Canvas use? Sharing information forum;

Guides and Training specific to Anschutz; Training for mentors in Anschutz;

Mostly google; Facetime with support is most helpful for real problems; There is confusion about where to turn for help and training;

Student guide to grades in Canvas; Mandatory Canvas training for students; Interdisciplinary work really needs some consistency - the school needs to commit to some level of consistency across all of Canvas/Online Learning;

QUESTION 10

IS THERE ANYTHING WE HAVEN'T TALKED ABOUT OR THAT YOU WOULD LIKE TO ADD?

Would like ability to push changes across all courses in the subaccount; Would like to hide "files" link across courses;

End dates are locking courses, Fall and Winter had problems;

Asked about data dashboards;

Need attention in Registrar Office regarding Winter and Summer terms, or terms with staggered start dates;

Need more shared governance; Need more Canvas training in Service Desk;

Need to clean up junk courses in Canvas with no content or no enrollments;

Canvas app and desktop version are so different. Why? Can they be more unified? Also, app list is confusing because it looks like a lot is available but faculty aren't sure on the process for adding or approving;

Would like to use New Analytics; Would like to have access to a true "test student" for Proctorio; Better logs for all users doing things in Canvas; Project management software that is linked to module development progress in Canvas; Can there be a better integration between ticket tracking or troubleshooting happening in individual departments and OIT for more accurate reporting?

Link for Library is missing from Canvas navigation;

QUESTION 10 (continued)

IS THERE ANYTHING WE HAVEN'T TALKED ABOUT OR THAT YOU WOULD LIKE TO ADD?

Chris and Crystal are doing GREAT :) Crucial move to have Academic Tech covering this work and being in the driver's seat;

SCORM is crucial; Overall, would like to see more collaboration at the campus level, leveraging resources to increase human capital appropriately;

Would like to have access to "Act as User" for Advisors; Biggest complaint is connection between Canvas and CUSIS is unreliable; More hard NOs when things are too risky in Canvas;

Looking forward to better internal support for Canvas;

Would like more Canvas support from Service Desk; LTI process needs more oversight; Concerns about data being stored on Dropbox or Google; Need more communication between departments; Need more transparency;

Appreciates the time we are taking as OIT to be open to feedback;

Would like to see and/or be part of a review of online education in post-covid; Make templates that aren't based on buy-in - central administration level needs to stand up for OIT to empower consistency; Let's NOT "return to normal" - can we use this time to make improvements to our online teaching? Exploring hybrids and proving the value of the education;

LISTENING TOUR

DATA SUMMARY INSIGHTS

Canvas Roadmap 2021

*Office of Information Technology
Enterprise Application Support
Academic Technology*

Crystal Gasell
Chris Vasques



MOST COMMON ACTIVITIES IN CANVAS

1. Correcting Errors from CUSIS
2. Copying Courses
3. Enrolling TAs, Lecturers, or CoTeachers
4. Grading
5. Building Courses (Including Sandbox work)
6. General Tech Troubleshooting
7. Uploading Course Materials
8. Handling Withdrawals
9. Configuring LTIs
10. Organizing Zoom Activities
11. Instructional Design

CANVAS FEATURES - POSITIVE FEEDBACK

1. Easy to use, User Friendly, Organized, Simple.
2. Embedding videos
3. Gradebook and SpeedGrader
4. Flexibility of Design
5. Linking Content
6. Pages and HTML
7. Adding People to Course
8. Having everything in the same space, effective central portal
9. Transferring content between courses
10. Communication with Students
11. Integrations
12. Student View

CANVAS FEATURES - NEGATIVE FEEDBACK

1. Canvas doesn't match CUSIS
2. Discussions lack functionality students expect
3. Crosslisting process is difficult
4. Importing and Exporting Content (File formats aren't adaptable)
5. Visually basic, aesthetically unprofessional or generic
6. Navigation is clunky, too many clicks to find things
7. Sharing Content and Courses for collaboration is difficult
8. Lack of clarity on role definitions
9. Changes to user interface
10. Students have trouble finding teacher feedback
11. No curriculum level support from Outcomes
12. Gaining access to or working with closed courses is difficult
13. Rolling Courses over to new semester is difficult or impossible
14. Dealing with "Incompletes" for students needs a better process
15. Running out of storage space needs to be fixed
16. Can't search content - no search feature
17. File organization isn't sophisticated enough
18. LTIs can be unreliable
19. Lack of reporting and data functions
20. Math mode is too difficult and cumbersome to be useful

SUPPORT PROCESS AND EXPERIENCE

1. Direct to Crystal (email or teams), Academic Technology
2. Google and Canvas Guides
3. Path of support is unclear. Needs clarity for faculty and students about who to go for when and for which reasons.
4. Canvas Support, though they are unable to handle many issues and wait times are long
5. OIT Support is lacking in Canvas expertise. Faculty and students are redirected to Canvas support. Hard to know what OIT can help with. Email works best.
6. Getting passed around in a support loop is frustrating and terrible
7. Supervisor or Colleague.
8. Evenings and weekends need support and don't have it

EXPERIENCE WITH EXTERNAL PROCESSES

1. CUSIS does not update Canvas correctly or in a timely way. Especially withdrawals.
2. More training is needed for faculty using LTIs
3. Can grades be pushed to CUSIS from Canvas directly?
4. Gradebook processes aren't scalable without push functionality, sometimes cumbersome
5. Leadership doesn't have a clear idea of problems present, most times makes uninformed decisions.
6. Problems with SSO for students
7. Faculty need to understand the IT side of online education and the technology
8. Faculty don't trust the grades in Canvas, which would have to be fixed before push function can be used

STUDENT EXPERIENCE FEEDBACK

1. Overall, student feedback on Canvas is very positive. Few complaints, and they are comfortable with a tool they are familiar with.
2. Students strongly dislike inconsistency in course design. By far, the primary complaint.
3. Proctorio is a primary complaint from students
4. Finding teacher feedback is difficult. A primary complaint.
5. Problems when Canvas moves things students use
6. Discussion forums are difficult to use for students
7. Most students use mobile app. Would be nice if desktop version was similar to mobile app. They are quite different.
8. Engagement tools in general within Canvas are low quality.
9. Navigation is cumbersome, too many clicks
10. Canvas training for new students would go a long way
11. Faculty often end up spending class time to train students on Canvas
12. Hard to send Canvas issues to help teams
13. Students feel frustrated when they feel like instructors don't know how to use Canvas
14. Student perception of online course value vs. on campus course value needs to be improved

EXPERIENCE WITH THIRD-PARTY TOOLS

1. People love TechSmith. The embedding, the questions, the view counts.
2. Turnitin works well, and is necessary, but needs an upgrade.
3. Students hate Proctorio, and faculty find it hard to use correctly.
4. Would love to see Teams and MS Office in Canvas (can't use Google)
5. Better training for LTIs is needed
6. Better training for Video Capture tools
7. Need tools for visual/aesthetic options in Canvas
8. Need tools for Discussion and Engagement
9. Ally should be turned on by default
10. Need tools for in-line commenting in videos
11. Training for upcoming Adobe Integration

DATA USAGE AND NEEDS

1. Content viewing patterns crossed with performance context (gradebook)
2. Time spent on activities and order of execution for activities
3. More accurate video views (Techsmith isn't always accurate)
4. Student Drop Report and Finaid Report (real-time)
5. Improve data security related to Proctorio (Privacy)
6. Longitudinal Growth across curriculum and career, useful Outcomes
7. Assessment Performance (Quiz statistics)
8. A visible metric of student competency in Canvas
9. Course version tracker
10. Set up a "scavenger hunt" asking students to perform certain tasks in Canvas to learn how they do things and in which order. Where do students go for which information?

NEW GUIDES AND TRAINING

1. A Central Guide to OIT Guides and Training (where to go for what)
2. Delivery: Provide step-by-step Video and Written document for each topic with a predictable format and template.
3. Better training for new faculty (basic and advanced)
4. Better training for new students (basic and advanced)
5. Better “just in time” micro-trainings
6. Calendar of events in Canvas (changes)
7. Guides and training specific to Course Coordinators
8. Adapt existing Canvas Guides to include CU specific pedagogy and processes
9. Access to Academic Tech Newsletter for Staff
10. Definitions of Canvas terms and roles
11. Guide for Importing/Exporting content and courses
12. Guides for LTIs, especially Proctorio
13. More “one-pager” quick reference guides for common Canvas operations
14. Guides on Groups, Quizzes, and Grades for faculty and students
15. Examples for tracking Participation
16. More opportunities for discussing Canvas - open forum

ADDITIONAL COMMENTS

1. People are looking forward to data dashboards.
2. Archiving project will help when searching for a course.
3. Request for a “Post-Covid Forum” on online education - taking the “return to normal” approach would be a mistake after so much forward progress, especially with the hybrid format.
4. More consistency between Canvas app and Canvas desktop.
5. Service desk should be able to handle most simple Canvas issues. Needs improvement.
6. Requests for “test student” account, especially for Proctorio.
7. Better integration between OIT tickets and the issues facing individual departments.
8. Library resource link is missing from many courses, or broken. Need to be fixed.
9. Library is using Commons for content, they need a space of their own. Subaccount?
10. Administrative review of SCORM could help certain content.
11. Request for Advisors to have “Act as User” functionality in their role.
12. Please improve link reliability between CUSIS and Canvas.
13. LTI approval process needs more oversight especially regarding data privacy.
14. Approval and push through from high-level admins above OIT interferes with official processes.
15. Big Thank You to Academic Tech for being open to requests and suggestions.

CANVAS ROADMAP TIMELINE

Canvas Roadmap 2021

*Office of Information Technology
Enterprise Application Support
Academic Technology*

Crystal Gasell
Chris Vasques



CONSIDERATIONS

Timeline is approximate, and subject to change.

Attention given to the following Items and Remedies listed in the Roadmap is **estimated.**

Priority is conditional on time of year, health of existing projects, and arrival of new or unexpected projects with higher priority.

Items deemed “non-actionable,” such as changes to Canvas interface or requests outside the control of Academic Technology, have been excluded.

Timeline month represents beginning of work focus.

SUMMARY OF REMEDIES

1. Admin: Upgrades - Pilots and/or recommendations for additional software, processes, and features in Canvas.

2. Archive Project - An administrative initiative to archive courses and users. Keeping Canvas tidy improves search speed and effectiveness.

3. AT Website Project - The AT Website

(<https://www.ucdenver.edu/offices/office-of-information-technology/services/academic-technology>) is being developed to house training, support, and resources for faculty, students, and staff in one place.

4. Canvas Data Project - With the upcoming release of Canvas Data 2.0, we will have more powerful tools for analyzing data stored in Canvas. Alongside this upgrade, we will be developing school-specific dashboards for colleges wishing to customize their insights in a way that best serves the interests of students and faculty.

5. Course Design Resource - Our Course Design Resource will organize access to pedagogy related training for staff and faculty in one unified repository.

SUMMARY OF REMEDIES

6. CUSIS/Canvas Link Project - Working with IDM and UIS, the AT team is assisting with final adjustments to new technology that will increase the accuracy and frequency of data shared between CUSIS and Canvas.

7. Gradebook Push Project - Explore the possibility of pushing final grades from Canvas to CUSIS.

8. Level One Guides - Our calendar for this year includes development of new guides with consistent formatting. The Level One Guides will include simple, one-page quick-reference guides for common operations in Canvas for both students and faculty, including third-party tools.

9. Level Two Guides - The second level of guides will include advanced operations and troubleshooting for less common events and activities in Canvas or general online learning, including third-party tools.

10. Level Three Guides - The third level of guides will include high-level course design concepts, pedagogical approaches with specific Canvas tools, and the most complex of Canvas troubleshooting procedures, including third-party tools.

SUMMARY OF REMEDIES

11. LTI Approval Process - Modern data privacy risks require that we increase the transparency we expect from third-party tools and vendors. With the security team, we will create a review and approval process for all Canvas LTIs to ensure the safety of Canvas users and their personal information.

12. Partnerships - OIT and Academic Technology are committed to Shared Governance. We are making a concerted effort to foster transparency and create partnerships across departments.

13. Role Audit Project - In the process of building custom roles in Canvas, we have created some that have overlapping permissions. At the same time, other roles have permissions they don't need or don't have the permissions they require. By doing a complete audit on all existing roles and permissions in Canvas, we can take inventory on where we are, and determine the most streamlined and effective way to ensure maximum security and functionality for all users.

14. Service Desk Training - We are committed to empowering our OIT Service Desk with the information, resources, and tools they need to be as helpful as possible with Canvas service requests.

WORK FOCUS IN JULY			
ITEMS ADDRESSED	REMEDY	STATUS	EST. TIME
Staff would like access to the faculty newsletter.	AT Website	Complete	0
Library resource link is missing from Canvas navigation menu.	Partnership	In Progress	2 months
Library needs better resources for managing the courses they assist with.	Partnership	In Progress	1 month
Denver and Anschutz SubAccounts are mixed together, limiting admin options. Admin needs to separate.	Admin: Upgrade	In Progress	1 month
Connection and accuracy between CUSIS and Canvas needs to be improved, especially with regards to withdrawals	CUSIS/Canvas Link	In Progress	2 months
LTI approval process needs better oversight, specifically with privacy concerns.	LTI Approval Process	In Progress	2 months
Canvas roles are unclear, and require a review and a public set of definitions.	Role Audit	In Progress	2 months

WORK FOCUS IN AUGUST

ITEMS ADDRESSED	REMEDY	STATUS	EST. TIME
Running out of storage space need to be fixed	Admin: Upgrade	Complete	0
Faculty would benefit from a guide to OIT processes for Canvas	Guides L3	Not Started	2 months
Users would all benefit from a calendar of upcoming Canvas changes.	Partnership	In Progress	1 month
Need "Test Student" for use with Proctorio	Role Audit	Not Started	3 months
Gaining access to or working with closed courses is difficult.	Role Audit	Not Started	2 months
Improve Canvas training for students to prevent faculty from spending class time troubleshooting tech problems.	Guides L1	Not Started	3 months
Proctorio is a primary complaint from students	Guides L1	In Progress	2 months
OIT Service Desk Support for Canvas needs improvement. Often results in being passed around in a loop. Evenings and weekends need better support.	Service Desk Training	Not Started	3 months
Ally should be turned on by default to support accessibility	Admin: Upgrade	In Progress	1 month
Faculty need better understanding of LTI options	Guides L1	Not Started	1 month
Logging into Canvas is occasionally challenging for faculty and students	Partnership, Guides	In Progress	2 months
Path of support is unclear and needs clarification for faculty and students about who to go for when and for which reasons.	AT Website	In Progress	1 month

WORK FOCUS IN SEPTEMBER

ITEMS ADDRESSED	REMEDY	STATUS	EST. TIME
Turnitin requires an upgrade for added functionality.	Admin: Upgrade	In Progress	2 months
Lack of reporting and data functions	Canvas Data Project	In Progress	3 months
Grading process isn't scalable, and could be improved with a push trigger that would send grades to CUSIS from Canvas.	Gradebook Push	Not Started	3 months
Request for better support for SCORM	Admin: Upgrade	Not Started	1 month
Faculty would like to see students' content viewing patterns crossed with performance context (gradebook)	Canvas Data Project	In Progress	2 months
Need tools for better visual/aesthetic options in Canvas.	Admin: Upgrade	Not Started	3 months
Need tools for discussion and engagement.	Admin: Upgrade	In Progress	3 months
Need tools for in-line commenting in videos.	Admin: Upgrade	In Progress	2 months

WORK FOCUS IN SEPTEMBER (CONT'D)

ITEMS ADDRESSED	REMEDY	STATUS	EST. TIME
Faculty and Admin Data Requests: + See students' time spent on activities and order of execution for activities. + Student Drop Report and Finaid Report (real-time) + Longitudinal Growth across curriculum and career, useful Outcomes + Assessment Performance (Quiz statistics) + A visible metric of student competency in Canvas + Feedback loop for repeat ticket issues to inform the impacted academic departments.	Canvas Data Project	In Progress	3 months
Students strongly dislike inconsistent course design.	Course Design, Partnership, Admin: Upgrade	Not Started	3 months
Students are frustrated when faculty don't know Canvas well.	Guides L1	Not Started	2 months
Post-Covid forum on state of online ed - Not "returning to normal"	Partnership	Not Started	2 months
Would love to see Teams and MS Office in Canvas (can't use Google).	Admin: Upgrade	In Progress	1 month
Roadmap Progress Report	Partnerships	Not Started	1 month

WORK FOCUS IN OCTOBER

ITEMS ADDRESSED	REMEDY	STATUS	EST. TIME
Guide with examples for tracking participation in courses	Guides L2	Not Started	2 months
Faculty and students need a central hub for all guides.	AT Website	In Progress	3 months
Finding teacher feedback is difficult for students	Guides L1	Not Started	1 month
Course coordinators need guides specific to their role.	Guides L3	In Progress	2 months
Faculty need guide for importing/exporting content and courses.	Guides L1	Not Started	1 month
Faculty and students need more “just-in-time” one-page reference guides for common Canvas operations.	Guides L1	Not Started	3 months
Need guides on groups	Guides L1	Not Started	1 month
Need guides on quizzes	Guides L1	Not Started	1 month
Need guides on grading	Guides L1	Not Started	1 month

WORK FOCUS IN NOVEMBER

ITEMS ADDRESSED	REMEDY	STATUS	EST. TIME
General Canvas troubleshooting guides would be helpful for both students and faculty.	Guides L2	Not Started	2 months
Crosslisting can be difficult and can result in errors.	Guides L2	Not Started	2 months
Sharing courses and course content for collaboration is challenging in Canvas.	Guides L2	Not Started	2 months
Rolling courses over to new semester is difficult or impossible.	Guides L2	Not Started	2 months
Dealing with “incompletes” for students needs a better process.	Guides L3	Not Started	2 months
More training is needed for faculty using LTIs	Guides L2	Not Started	2 months
Official guides need consistent delivery method and formatting	Guides L1	In Progress	1 month

WORK FOCUS IN DECEMBER

ITEMS ADDRESSED	REMEDY	STATUS	EST. TIME
Reduce number of policies approved without shared governance. Increase transparency and provide notice for changes to Canvas or technology policies.	Partnership	Not Started	3 months
Adapt existing Canvas Guides to include CU specific pedagogy, processes, and application.	Guides L3	In Progress	3 months
Improve search for courses and people in Canvas	Archive Project	Not Started	3 months
More opportunities for discussing Canvas - open forum.	Partnership	Not Started	2 months
Continued AT shared governance in 2022	Partnership	Not Started	2 months

THANK YOU!

Without the collective honesty, transparency and commitment to better shared governance, the Canvas Roadmap would not be possible.

We will release a Progress Report
in September 2021

Canvas Roadmap 2021

*Office of Information Technology
Enterprise Application Support
Academic Technology*

Crystal Gasell
Chris Vasques

