CENTRAL WASHINGTON UNIVERSITY

SPRING 2013 SURVEY OF STUDENTS USING THE CANVAS

LEARNING MANAGEMENT SYSTEM

Notes:

- This survey was administered online to all students enrolled in courses using the Canvas Learning Management System during the spring 2013 quarter
- The surveys were emailed to students and a link to the survey was added in Canvas
- There were 101 responses out of 521 students for a response rate of 19.4%
- The percent who "did not answer" in the following charts is the percentage of the 101 respondents that did not answer

1. How strongly do you agree that…

	Replied	Did not answer	- 1 - Strongly disagree	- 2 - Disagree	- 3 - No opinion	- 4 - Agree	- 5 - Strongly agree	Average
a. Using Canvas has allowed me to access course content more easily.	99	2%	18%	25%	8%	**32%**	16%	3.0
b. Using Canvas has allowed me to communicate more efficiently in this class.	98	3%	24%	24%	13%	**26%**	12%	2.8
c. Overall, using Canvas has enhanced my learning experience in this class.	98	3%	**24%**	22%	18%	**24%**	10%	2.7
d. I like the look and feel of Canvas.	97	4%	23%	15%	9%	**28%**	25%	3.2
e. Canvas is easy to navigate.	98	3%	26%	18%	11%	**27%**	18%	2.9

The average was computed by assigning a value of 1 to "Strongly disagree" up to a value of 5 for "Strongly agree."

2. How would you rate your overall satisfaction with Canvas?

Extremely dissatisfied	23%	
Dissatisfied	18%	
No opinion	8%	
Satisfied	34%	
Extremely satisfied	16%	
Did not answer (2)	2%	

3. How would you rate your overall satisfaction with Blackboard?

If you have not used Blackboard, please select "Have not used."

Extremely dissatisfied	3%	
Dissatisfied	18%	
No opinion	8%	
Satisfied	52%	
Extremely satisfied	19%	
Have not used	0%	
Did not answer (2)	2%	

4. How would you rate your overall satisfaction with Canvas Help & Technical Support? used." If you have not used Canvas Help & Technical Support, please select "Have not

Extremely dissatisfied	4%	
Dissatisfied	1%	
No opinion	9%	
Satisfied	4%	
Extremely satisfied	3%	
Have not used	79%	
Did not answer (2)	2%	

5. Would you recommend that CWU switch to Canvas?

Yes	40%	
No	45%	
No opinion	15%	
Did not answer (3)	3%	

6. Please provide any other feedback that would help in our evaluation of Canvas.

After a few fits and starts, once I got going Canvas was pretty easy to navigate.
Although Canvas is easier to use than Blackboard it has some problems that need worked out.
As a Teaching assistant the ability to give verbal feed back on written work is a great idea. The whole system is just so much more user friendly.
at first canvas was hard to figure out, since we where taught the basics of black board is was a lot easier than canvas.
At first I thought Canvas was difficult to navigate, harder to find assignments and to communicate with classmates but after completing this course I don't find it any better or worse than using Blackboard. This quarter I have one class using Canvas and one class using Blackboard so I'm continually going back and forth between both and they both seem fine to me.
Blackboard is MUCH easier to navigate and use. I dropped a class due to Canvas being absolutely NOT being easy to navigate. It's an inconvenience and I was NOT happy with it!
Blackboard with all it's glitches and problems is still way better than Canvas.
By far, the biggest trouble with Canvas is the lack of ability to navigate through discussion threads. This makes tracking responses and following discussions an annoyance.
Canvas has more options, tools and innovations than does Blackboard. It has a smoother feel to its interface in both WWW and iOS. However, due to this increased functionality and refined interface, it is more difficult to initially learn and navigate. My only negative experience in Canvas was attempting to locate an assignment which the instructor reviewed and graded and posted as a PDF with embedded annotations. I spent half my time allotted to revising my paper to locating the annotated PDF. Eventually, a classmate passed by the computer lab and, on my request, was able to navigate to the appropriate document.

6. Please provide any other feedback that would help in our evaluation of Canvas – continued

Canvas is able to have spotify music played directly through my class's page, and powerpoint slides are able to be viewed directly on the page as well. Much better than blackboard!
Canvas is difficult to navigate, especially through discussions. This due to the inabilty to go through threads in an easy manner. Blackboard is way better.
Canvas is easier to grade and leave comments to students. However, I do find it harder to navigate than blackboard. I feel like it needs to constantly have the navigation bar on the left side, or something.
Canvas is extremely complicated to use. I am a full-time online student. I want to easily navigate my way around the course for all of the things that I have to do for each class. Canvas was complicated from searching grades, looking at assignments, and even looking for messages. Blackboard is simple, user-friendly, and easy to just go from A to B.
Canvas is horrible. It takes forever to load. The links don't always work. My teacher had to CONSTANTLY search for my work.
Canvas is more confusing than Blackboard is. Past posts are hard to find and buried away underneath newer posts - and generally do not show anywhere unless you search for them. In that case, you need to know what you are searching for. Keep Blackboard!
Canvas is supposed to be student friendly. It most certainly is NOT! Worst online course set up ever! Do not switch to canvas.
Canvas was frustrating...there were too many windows to navigate to access information that was easily found on Blackboard. This experiment with canvas was so frustrating I gave up in my class and loss of grade.
Canvas was not as easy for me in posting and viewing other posts. I had to move back and forth for every post. It was not particularly easy to manipulate. I preferred BlackBoard.
Everything is just okay. The main problem I have with it is the discussion board. It's not separated easily and it's hard to find your posts. On the other hand, the grading center is better than BB.
For classes that are online-based Canvas was easier to use, had clearer due dates and submission policies and overall had a lot of clarity to it. I dislike online classes as a whole so I didn't enjoy using it but it was easier than blackboard for communication and interface.
How can anyone use the discussion board and say it's better than BB or anything else? The whole experience has been a nightmare and it's basically the only aspect the instructor uses for the literature class. I've almost quit the class twice this quarter out of frustration.
I beg CWU to NOT switch to Cavas. I have just failed a class because Canvas was too hard to use. Now I have to re-take a class because I had to use some new program. Please don't switch!!!
I cannot stand it, I forget my password every time i try and log in and the forgot the password link never works!! It's a joke!!
I did not experience the down time that Black Board often has. There was no learning curve to the system. It's laid out very simple, and there's always an email alert when an assignment has been graded. The option to grade group submissions at once was very convenient. Black Board has been outmoded, it's too bad that I'm graduating this quarter though.   There was one flaw to canvas. The log in had to be specific to CWU's website. If you go to Canvas's website the log in credentials don't work which can be frustrating. CWU should switch immediately.
I do not feel that Canvas is student friendly. There would be posts in odd places. Submitting work was not easy. This was not an online system I found to be helpful.

6. Please provide any other feedback that would help in our evaluation of Canvas - continued

I do not think Canvas is as user friendly as I hoped. Too many work arounds to get to basic areas in the applications. Search feature is not even user friendly. I don't like that within the same week the instructor can not post separate issues unless he does within a relay to his initial post for the week. It is too confusing and too easy to miss vital information that counts towards your grade. I think if there is two discussions per week there should be a separation tab/link per week discussion. Finding who to respond to in a mandatory setting is cumbersome because you have to collapse or expand conversations and read through them all. Also the search bar in Canvas discussion does not make it easy to find people or topics. We were asked to setup in our system notifications from Canvas to receive emails of activity in canvas specific to our assignment or feedback for that session. I did that and found that the notification has links launching you into the area that has information for feedback and/or responses. It asks you to log in first but it never takes you to where the links with the initial notification is. Again, to find it you have to scroll through all of the replies or discussions for that week and after wasting much time collapsing and/or expanding to go through and search you may find it. I sometimes give up after ten - fifteen minutes. I don't have that kind of time and the frustration is too great by then. My opinion is that Canvas looks good but it is not as functional is it could be especially for college usage. It should focus on getting you to some place n the application quickly, accurately and provide the proper tools to the student and Instructor to get the job done effectively. In that respect I feel that Canvas needs more work before polling it out to other classes. I would say don't retire Blackboard yet.
I feel like I avoided the course I was taking because of this format, I have taking nothing but online courses for the past two years and Blackboard is much more user friendly and enjoyable.
I feel like interaction with other students through Canvas is a better idea. Blackboard is harder to navigate certain information and Canvas immediately uploads what I am looking for.
I had no idea we were going to be using canvas for this class so when this quarter started I kept checking blackboard expecting the lessons to begin and they weren't. I was not notified through any means to go to the canvas website to sign up and was delayed starting the class. I also find it incredibly confusing to navigate through canvas and was lost through the first month of the quarter. I never had these problems with blackboard even in the beginning weeks of using it.
I have found it very difficult to use Canvas. I think a major problem is that the instructor did not update any information or instructions on how and when to post to canvas. I hope that this program is easier to use in the future because my current syllabus is based on a blackboard course and gives all of the instructions for posting on blackboard, when the class is actually on canvas. I have missed many deadlines because they are not all clearly posted in one area, such as the discussion board deadlines not being listed with the assignments, so you do not know when they open and close. I think this would be a beneficial feature to add.
I have one professor that used Canvas this quarter. We didn't do very much on it because it was new and he didn't want to rely on it too much. But I found it pretty easy to use and a bit less complicated than Blackboard. Everyone in the classes that have used Blackboard were frustrated with it.
I honestly did not enjoy having to check two different sites for classwork and announcements. Also having to learn how to use a new site was a weird feeling. I just prefer the look and feel and navigation of Blackboard over Canvas.
I liked canvas it was more user friendly then blackboard I think but also had some confusion with it at times including the messaging system. Other than that I think it was a pretty good alternative for blackboard.
I missed turning in assignments because I couldn't find where they were due. It took me at least 5 minutes to find what I needed every single time I used this. I hope CWU does NOT switch to canvas. There is nothing wring with Blackboard so there is no need for a change. Don't fix what isn't broken.

6. Please provide any other feedback that would help in our evaluation of Canvas - continued

I really do not like that the discussion board is just all one board. In a self paced class, i need to see everyones-lets say Module 4-module to read and respond to that particular module. On blackboard, it is done this way. On Canvas I have to wade through everyone's modules because they are all listed together. It takes time and is very annoying.
I think that CWU should strongly consider switching to Canvas. It's easier to use, it has cool features, and seems significantly more reliable than Blackboard. In Canvas I can easily complete tasks with just a few clicks, while on Blackboard it takes much longer to accomplish the same thing. I have not had any issues with Canvas. Blackboard, however, gives me problems regularly.
I took this survey already but since then I have an additional comment to make. Your email service (specifically for changing a password) is slow. But the service to send SPAM to my inbox is quite speedy. I have a problem with that.
I would highly recommend that the entire campus switch over to Canvas due to its easier user-friendly state instead of Blackboard. I have also heard my professor state more than once that Canvas is easier to use on the professor's end than Blackboard was.
I would probably be more positive about using Canvas, but the fact that I had to log into Blackboard AND Canvas was really irritating. I didn't see a huge difference although I have to admit that the Canvas navigation seemed a bit more intuitive.
I would suggest if cwu does switch over to canvas, all classes need to be on the same system. I took two online classes this quarter, both different operating systems. It not easy to manage. I really like the easy access to Canvas from my phone and that I could easily download the class due dates to my personal calendar on my phone. I liked the overall layout of the system, but I did not like the cluttered newsfeed.
if professors use the assignment schedule it is very helpful. The intergration with google docs and other collaborative tools is a huge plus. Much better than blackboard collaborate. Allowing video and audio responses to assignments is helpful also. I loved the "upcoming assignments" section on the right of my screen. Overall, a huge step up from blackboard.
It really doesn't seem that much different than Blackboard. Maybe it provides better functionality to professors, but as a student I saw minimal difference and had minimal interaction with Canvas.
It's nicer looking and it seems like I was able to interact with the teacher and the class overall a little easier.
Like all changes, there is a huge learning curve for many students. This may cause a lot of headaches for the first few quarters on the new system and distract from actual learning. More emphasis on training should be available. There seem to be some bugs with the Discussion board section as the collapse all and expand all don't always work as expected. Also, the search feature doesn't always pull up the correct message. Annoyances in the discussion area tend to be the biggest thing for me.
More training and support for instructors is needed on how to use Canvas effectively. Canvas requires the instructor to be more tech savvy than Bb does but it is also much more dynamic and student friendly. There are many instructors who still don't know how to use Bb very well and they will be completely lost in Canvas.
My laptop was constantly getting error messages. Loading discussions and navigating to reading responses and intial posts was slow and painful to do through canvas. They took forever to load each one and there was not an easy way to group the posts into sections to easy identify which modules they were for. The Modules required opening a document each time that was slow rather than going to a window where the documents were listed and the instructions were just typed in. Even the typed in part for Canvas had to load and again was slow. Blackboard has an app that allows for easy access as well to everything. Every aspect of Canvas was terrible compared to the ease of Blackboard
Navigating through some of the pages is a little difficult. I find it hard to get from the home screen to the modules for each week without going through a ton of steps. I like the interface, I would prefer it to blackboard

6. Please provide any other feedback that would help in our evaluation of Canvas - continued

One major issue with Canvas is with the Discussion area. Too many messages are hidden by default and the need to expand in multiple areas does not make sense. Would be helpful to be able to move posts that are put under the wrong response (rather than delete and recreate). Many of the other areas seem to work great (notifications, grades, file uploads).
Our instructor never was up to date on any of her assignments. The assignments on the syllabus didn't match the assignments on Canvas. This has to be the most disappointing experiences at CWU. I felt no learning was taught, and was absolutely worthless. The instructor was horrible posting and communicating.
Our instructor never was up to date on any of her assignments. The assignments on the syllabus didn't match the assignments on Canvas. This has to be the most disappointing experiences at CWU. I felt no learning was taught, and was absolutely worthless. The instructor was horrible posting and communicating.
Personally, I thought Blackboard was just fine and with almost all of the other classes using Blackboard it was really difficult trying to juggle the two. It was extremely frustrating at first, but once I got used to it, it became alot better.
Please DO NOT switch to Canvas. DB is completely unusable and it's not easy to navigate nor is it intuitive.
Since discussion board is a main part of attendance count to many faculties, Canvas is not appropriate because posting loses, harder to trace the own posting because of the thread organization, and search is not capable to pick up all the postings from the page. I see a potential with Canvas, such as grading page is nice and neat and additional features like a message recording, but it is not easy to use for students currently compared to Blackboard. I feel that it is not easy to use for faculties either.
So much better than blackboard in every way. communication is streamlined and easy, you can easily access grades from other classes when viewing any grades page, the consolidated assignments tab in the top navigation is awesome, integration with google docs to allow submitting assignments directly from google docs is a cool feature. the entire website is clean looking, and not cumbersome like blackboard is. I am graduating this quarter and i wish you had switched to canvas earlier.
Sometimes when I sent messages through canvas, my Professor did not get them. It was also difficult to see the comments he made on one of my assignments on the right side of my document. It would be more user friendly if there were a menu that was in list format like on Blackboard...or maybe that's just what I'm used to.
The fact that you have to put cwu.instructure.com or whatever it is really threw me off in the beginning. Not being able to simply go to canvas.com or .edu or whatever it is crazy talk. I had a lot of problems in the beginning being able to sign in and I knew I was typing in the right password. Their customer service was not helpful either. I like that you can put in hypothetical scores to see what you need to get. That is a cool feature. Overall though there didn't seem to be much of a difference to blackboard.
The only obstacle I have encountered is trying to find the annotated PDF versions of assignments returned by the instructor as feedback.
The only real issue I faced was the fact that there are so many different places where course content and assignments might be. Teachers who use this new system need to clarify which area the assignment info is in...ie. assignments, conversation, email, announcements. It is too confusing to use all of them without clarity.
The whole navigation and organization of discussion board posts was very bad. I had a difficult time finding new and old posts. I also found the way a post was recorded as being seen to be very bad. I had to scroll through post over and over again to make sure I viewed all of them. In my opinion this wasted a lot of time.

6. Please provide any other feedback that would help in our evaluation of Canvas - continued

There are many reasons why I didn't not like using Canvas.   The first reason is signing up/registering was incredibly difficult. The login asked for email, but needed your user name and so the task was very time consuming and frustrating. I know that most of my cohort spent over a week trying to get registered and logged in for the first time. The biggest reason I was dissatisfied with Canvas has to do with visibility of assignments. There seems to be multiple places to add assignments, and not all end up under the assignments tab. This was very frustrating as I would try to keep up on assignments. Someone would happen to come across a new assignment and would have to coach the rest of the cohort to find it.   One thing I did like was how I could control the frequency and types of notifications that were sent to my email, but that is pretty much the only thing.
There is a navigation column on the left-hand side that includes Grades and other content that (I assume) the instructor can specify. That needs to be on ALL pages. If it was on all pages I would have given Canvas stellar reviews. But because it is a pain to find, it makes navigation difficult. In that respect, Blackboard is easier to navigate.
This is not student friendly.
This is the only time I have used Canvas and I am graduating this quarter, so I don't know that I have utilized enough of the system to have a preference for Canvas over Blackboard. While there are features of Canvas that Blackboard has yet to implement, I am used to Blackboard and have integrated well to the system. If I had more classes on Canvas over more quarters, I feel I would be better able to have an opinion of whether CWU should switch to Canvas, or not. I do enjoy the Canvas system and I think it has a lot to offer students that may use it in the future.
Whenever I try to log in from home, using the same password, it locks me out. Still trying to reset my password, never getting the email. I have sent requests Monday and yesterday (Tuesday). It is now Wednesday. There is no excuse for this.