

Appendix A

Spring 2021 Canvas Pilot Mid-Semester Feedback Survey

Summary

During the Spring 2021 semester, the University of Kansas piloted the Canvas Learning Management system with 44 instructors and 1,240 students. After the middle of the semester, a feedback survey was sent out to the participants. Responses were received from 13 instructors and 138 students. Overall, the participants found Canvas easy to use and useful for teaching/learning. This is supported in both quantitative and qualitative data collected in the survey. In addition, users who were new to using Canvas and those familiar with the system reported high levels of usefulness and ease of use, though a statistically significant difference was found between the two groups. This finding highlights the importance of providing support resources as the LMS is made available to wider groups of users without Canvas experience and are possibly less interested in exploring new technology systems.

Contents

2	Canvas Ease of Use
3	Canvas Usefulness
4	Intention to use or Preference for Canvas
5	Past experience with Canvas
6	What Users Liked and Disliked about Canvas
8	Student use of the Canvas app
9	Conclusion
10	References
11	Appendix A: Instructor Open-Ended Responses
15	Appendix B: Student Open-Ended Responses
30	Appendix C: Student Open-Ended Responses (Mobile App)

Background

The feedback survey was delivered by e-mail and through Microsoft Teams to 44 instructors and 1,240 students involved in the Spring Canvas pilot. Thirteen instructors completed the survey, resulting in a response rate of 29.6%, and 138 students completed the survey, with a response rate of 11.1%. The survey asked the instructors to rate Canvas on ease of use, usefulness for teaching and intention to use Canvas in the future, as well as open-ended questions related to what they liked and didn't like about Canvas. Students were also asked similar questions related to perceived usefulness and ease of use, but with intention to use replaced with a question related to preference for Canvas for online course

content. All items related to usefulness, ease of use, intention/preference were measured with a 5-item Likert scale (1 – Strongly Agree, 5 - Strongly Disagree). Participants were also asked if they had used Canvas before this semester. Finally, students were asked if they had used the mobile app to access the system and, if they had, were provided an open-ended question to describe their experience with the app.

Survey questions were related to the technology acceptance model, or TAM, a commonly used theory in e-learning acceptance research and was created to explain why users adopt information and technology systems (Davis, 1989; Dorobat, 2014). This model presents the concept that behavioral intention to adopt a technology system is a direct determinant of actual adoption, and that perceived ease of use and usefulness are predictors of intention to use (Marangunic & Granic, 2015). See Figure 1. TAM has been widely applied in the field of e-learning, examining tools such PowerPoint, video games, web-based collaboration tools and Mobile learning (M-learning), as well as a variety of LMSs (Al-Emran, Mezhuyev & Kamaludin, 2018; Legris, Ingham & Collette, 2003; Sharp, 2007; Šumak, Heričko & Pušnik, 2011).

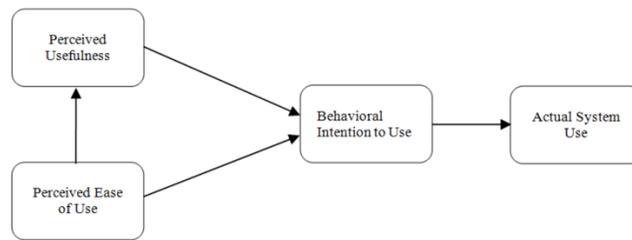
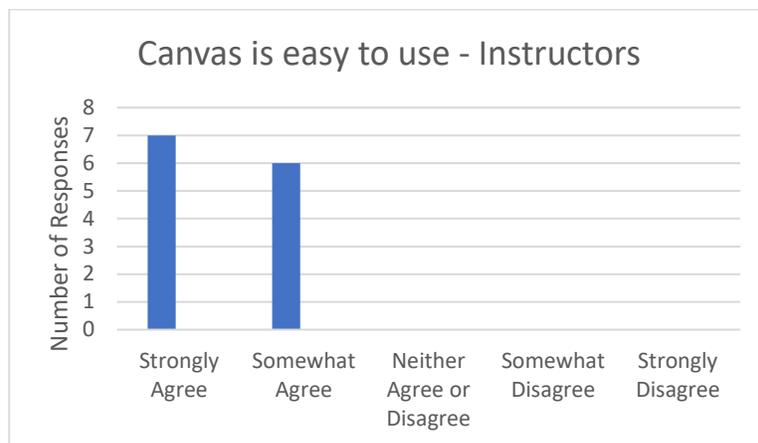


Figure 1. TAM Model (Davis, 1989).

Canvas Ease of Use

Participants in the pilot overwhelmingly found Canvas to be easy to use. All instructors who completed the survey either strongly agreed or somewhat agreed with the statement that “Canvas is easy to use.”

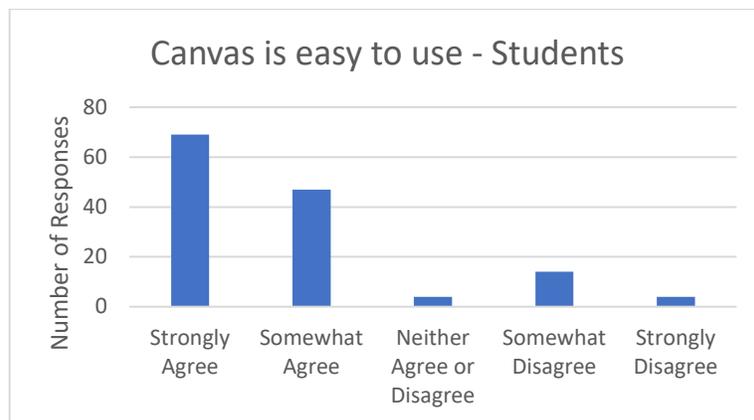


The ease of use of Canvas was also supported in the open-ended responses to the question about what instructors liked about Canvas. Ease or simplicity of use was a theme identified in 11 of 13 responses provided by instructors, with 6 of these responses specifically mentioning Canvas, or features within the LMS, were easier to use. Examples of responses to the question “What did you like about Canvas this spring” include:

- Everything! Set up is so easy and fast. I can't think of any specifics at the moment, but there are things it would take 7-ish clicks to do in Blackboard that take one click in Canvas. In some cases, you can set up multiple assignments or quizzes with only a couple of clicks that you would have had to do individually in Blackboard. It's such a time saver and the clarity of navigation is so much better. I can't say enough good things!
- I am still on a huge learning curve with Canvas, but I have a sense I can master this and take advantage of tools I am not yet using. I've worked with Blackboard for almost 20 years and have never liked it or felt like I could figure it out. Canvas also feels more creative in how I lay out the course. I love the calendar feature and upcoming events and showing me what needs to be graded. Speed grader is pretty cool too.
- It sounds trivial, but it just is more aesthetically pleasing and user friendly. It is much more intuitive than Blackboard and does everything I need it to do in ways that are logical to me.

All provided instructor responses are found in Appendix A.

While there was more variation in the responses from students, 84% of students who completed the survey strongly agreed or somewhat agreed that “Canvas is easy to use.”



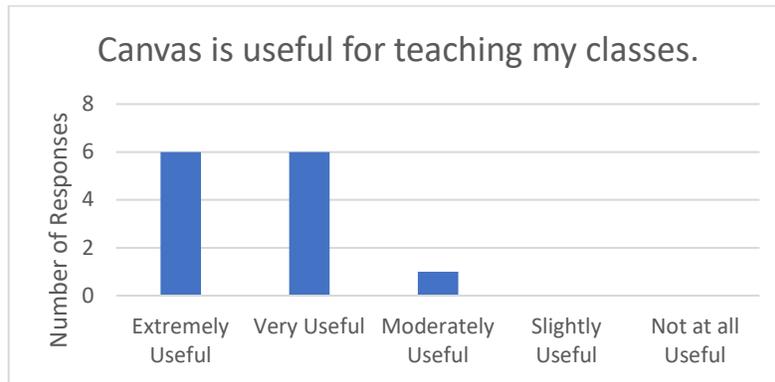
Ease of use was also supported in the open-ended responses provided by students. The theme that Canvas is easy to use was identified in 40.6% of responses provided by students. Examples include:

- Easy to use, more intuitive, no need for any training or tutorials.
- I liked the ease of finding all of the weekly module information. Loading papers are easy, and commenting is easy.
- It is extremely user friendly and organized. It's easy to find what I need to do, and allows instructors to create their own modules, which is also very helpful
- I like that it is much easier to navigate than Blackboard.

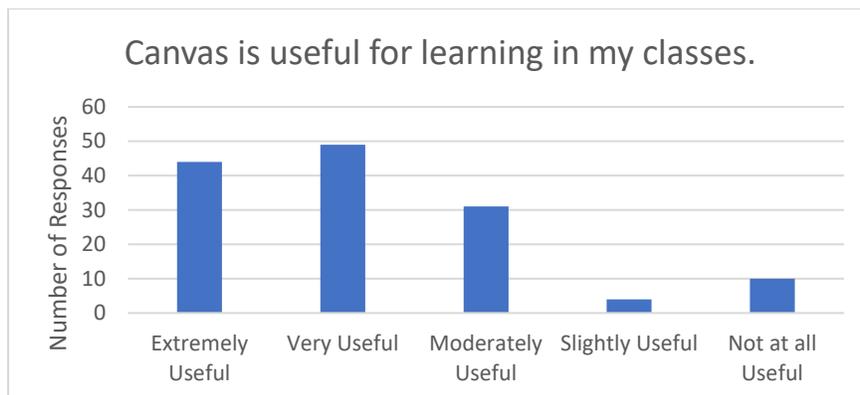
Complete student responses are found in Appendix B.

Canvas Usefulness

In a similar way, most participants also found that Canvas was useful for either teaching or for learning. All of the instructors either found Canvas to be extremely useful, very useful or moderately useful for teaching their classes.

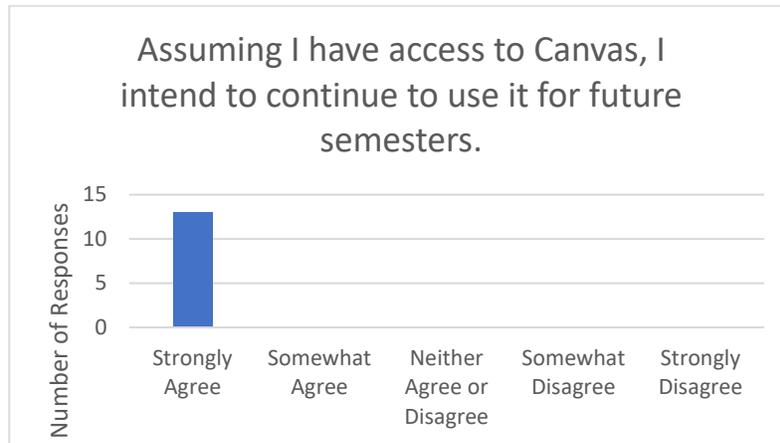


Almost 90% of students also found Canvas to be extremely useful, very useful or moderately useful for learning in their classes.

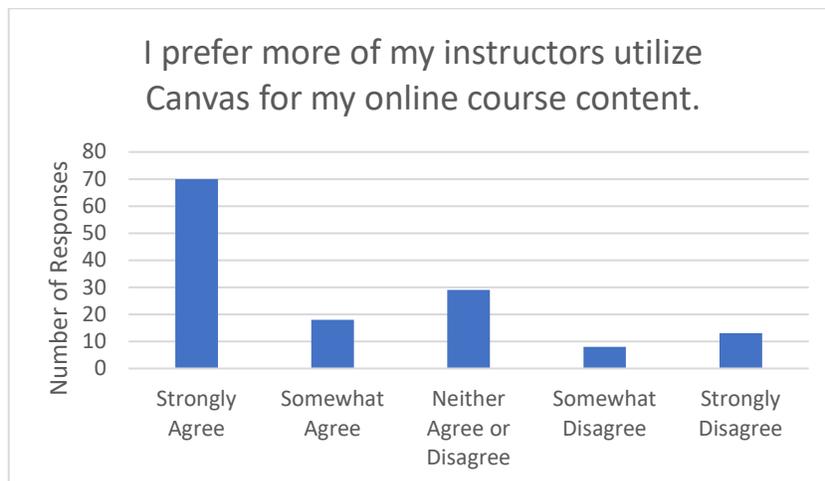


Intention to use or Preference for Canvas

All instructors reported an intention to use Canvas for future semesters, assuming they have access to the LMS. This finding is a positive indication of future adoption, though the responses were probably influenced by knowledge that KU will be adopting Canvas as a new LMS.



Instead of asking about intention to adopt Canvas in the future, since this decision lies with others, students were asked if they prefer instructors use Canvas for online course content. Nearly 64% strongly agreed or somewhat agreed with this statement.



Past experience with Canvas

Since participants were asked if they had experience with Canvas before, it is possible to explore how this past use affected perceived ease of use and usefulness of Canvas, as well as student preference

for Canvas. For instructors, independent t-tests were conducted to compare reported ease of use and usefulness for those who had used Canvas before and those that don't. For the statistically minded, the findings are reported in Table 1. A small, but significant difference was found for both ease of use and usefulness. While both groups reported high levels of both, instructors with previous Canvas experience were more likely to rate Canvas higher for ease of use and usefulness. While this isn't surprising, it does confirm that instructors who are new to Canvas might need additional support in the LMS adoption process. It is also possible that as Canvas is made available to a more instructors, this difference could possibly be more significant as these later adopters might be generally less willing to adopt new technology systems than the instructors found in the early adopter group.

Table 1. t-test results for instructors

	Canvas Experience		No Canvas Experience		t-test
	M	SD	M	SD	
Canvas is easy to use	1.14	0.38	1.83	0.41	-3.17**
Canvas is useful for teaching my classes.	1.29	0.49	2.00	0.63	-2.30*

Notes: df=11, *p<.05, **p<.005

Findings for students were similar. Students who had previous exposure to Canvas were also more likely to rate the system higher for ease of use and usefulness, as well for preference for online course content. Findings for students are reported in Table 2. Again, while the differences were statistically significant, they are also small and not surprising. Nonetheless, it confirms the need for support resources for users who are new to the system, especially as Canvas is made available to more users in future semesters.

Table 2. t-test results for students

	Canvas Experience		No Canvas Experience		t-test
	M	SD	M	SD	
Canvas is easy to use	1.51	0.95	2.05	1.12	-3.00**
Canvas is useful for learning in my classes.	1.81	1.11	2.46	1.10	-3.41**
I prefer more of my instructors utilize Canvas for my online course content	1.68	1.20	2.42	1.36	-3.32**

Notes: df=136, **p<.005

What Users Liked and Disliked about Canvas

Both instructors and students were asked open-ended questions about what they liked and didn't like about Canvas during the spring semester. The responses to these questions were reviewed and themes related likes and dislikes were identified. Complete instructor and student responses are found in Appendices A and B.

As discussed above, instructors liked that Canvas was easy to use, with over a third of the responses mentioning the system was an improvement to the current Blackboard system. All instructors mentioned specific Canvas features they liked, including modules, Speed Grader, grade center and the calendar. See Table 3 for more information.

Table 3. What instructors liked about Canvas

Theme	Number of Comments Theme Appeared	Percentage of Responses (13 Total)
Canvas is easy to use	11	84.6%
Liked specific Canvas feature	13	100%
<ul style="list-style-type: none"> • Modules • Speed Grader • Calendar • Grade Center 	<ul style="list-style-type: none"> • 5 • 4 • 4 • 2 	<ul style="list-style-type: none"> • 38.5% • 30.8% • 30.8% • 15.4%
Canvas is an improvement to Bb	5	38.5%
Easy to communicate with students	2	15.4%
Integrations available in Canvas	2	15.4%
Liked Canvas' user interface	2	15.4%

Students also found Canvas to be easy to use, with almost 41% of responses mentioning this theme. Almost 32% of responses also mentioned that Canvas was an improvement to Blackboard and almost 25% mentioned specific Canvas features that they liked. It should be noted that 11 responses didn't mention a like, by either being blank or through a non-committal response. Also, 11 responses discussed disliking Canvas or something about the system, as opposed to discussing what they liked. These included the learning curve, using two LMSs at the same time, or just generally disliking Canvas. See Table 4 for more information.

Table 4. What students liked about Canvas

Theme	Number of Comments Theme Appeared	Percentage of Responses (138 Total)
Canvas is easy to use	56	40.6%
Canvas is an improvement to Bb	44	31.9%
Liked specific Canvas feature	34	24.6%
<ul style="list-style-type: none"> • Calendar • Modules • Grades • Discussion board • Assignments • Other feature 	<ul style="list-style-type: none"> • 12 • 7 • 4 • 2 • 2 • 7 	<ul style="list-style-type: none"> • 8.7% • 5.1% • 2.9% • 1.5% • 1.5% • 5.1%
Liked Canvas' organization	28	20.3%
Liked Canvas' visual appearance	26	18.8%

Like mobile app	3	2.2%
Other themes		
<ul style="list-style-type: none"> • No likes expressed 	<ul style="list-style-type: none"> • 11 	8.0%
<ul style="list-style-type: none"> • Dislike expressed instead 	<ul style="list-style-type: none"> • 11 	8.0%

The most predominant theme related to instructor dislikes was the learning curve involved with getting started with Canvas (30.8% of responses). Other standout dislikes related to the lack of customization in course organization and limitations in grading, quizzes or assignments settings. While this is important feedback, all of these could be related to problems of adopting a new technology for teaching and adapting past practices to the new system. See Table 5 for more information.

Table 5. What instructors disliked about Canvas

Theme	Number of Comments Theme Appeared	Percentage of Responses (13 Total)
Disliked learning curve	4	30.8%
Lack of customization in course organization	3	23.1%
Limitations in grading, quizzes or assignment settings	3	23.1%
No dislikes expressed	2	15.4%
Wished for better notification options	1	7.7%
Disliked Canvas/Instructure help	1	7.7%
Missing a specific feature (Respondus Monitor)	1	7.7%
System performance	1	7.7%

Student responses provided more variety in themes, but few saw large percentages. The most significant dislike expressed by students was frustration with having to use two LMSs at the same time, with 37.7% of responses mentioning this theme. A similar number of responses (34.8%) did not mention a dislike at all. Other dislikes mentioned are found in Table 6.

Table 6. What students disliked about Canvas

Theme	Number of Comments Theme Appeared	Percentage of Responses (138 Total)
Frustration with using two LMSs	52	37.7%
Found Canvas difficult to navigate	21	15.2%
Instructor unfamiliarity with Canvas	10	7.3%
Disliked learning curve	10	7.3%
Issues reviewing content or submitting assignments	8	5.8%

Disliked specific Canvas feature	7	5.1%
<ul style="list-style-type: none"> • Modules • Discussion Board • Calendar • Kaltura integration 	<ul style="list-style-type: none"> • 3 • 2 • 1 • 1 	<ul style="list-style-type: none"> • 2.2% • 1.5% • 0.7% • 0.7%
Prefers Bb to Canvas	7	3.6%
Redundant locations for activities/assignments	7	3.6%
Canvas' system performance	5	3.6%
Canvas' visual appearance	5	3.6%
Issues accessing Canvas	3	2.2%
Lack of notifications	2	1.5%
Disliked notifications about already completed assignments	2	1.5%
Generally Disliked Canvas	1	0.7%
Other themes		
<ul style="list-style-type: none"> • No dislikes expressed 	<ul style="list-style-type: none"> • 48 	<ul style="list-style-type: none"> • 34.8%

Student use of the Canvas app

The survey also asked if the students had used the Canvas mobile app. Of the 138 students, 47 (34.1%) had reported that they had used the app. Students who reported using the app were asked an open-ended question: "What did you like or didn't like about using the app? Please describe your experience using the app." Of the 47 who reported using the app, 37 provided a response to this question. These responses were coded and themes identified. Overall, the responses suggest that students had a good experience with the app. The most significant themes identified included responses that reported having a good experience with the app (36.2% of responses), that they found the app easy to use (27.7%) or that the app was an improvement to the app provided by Blackboard (19.1%). Some example student responses include:

- It's easy to use the mobile app, and lets me do almost as much as I could on the browser version. The Blackboard mobile app on the other hand is actually unusable due to bugs and lack of polish.
- I like it a lot! The app is much much better than blackboard
- The app is amazing and has a much better layout than Blackboard. Also I have an iPad and the Blackboard app cannot function well on it, which forced me to start bringing my big laptop to class instead.

See Appendix 3 for complete student response. Also, see Table 7 for more information related to themes identified in the responses.

Table 7. What students liked or didn't like about the mobile app

Theme	Number of Comments Theme Appeared	Percentage of app users (47 Total)
Reported a good experience	17	36.2%
Canvas app is easy to use	13	27.7%
Canvas app is better than Bb app	9	19.1%
Didn't like course organization (modules, etc) within app	5	10.6%
App limited compared to browser	4	8.5%
Issues logging into app	3	6.4%
Mixed experience using the app	2	4.3%
No response	10	21.3%

Conclusion

The feedback survey of Spring 2021 Canvas Pilot users found that instructors and students found the LMS easy to use and useful for their teaching and learning, based on both a quantitative and qualitative review of survey data. Based on the ideas presented in the technology acceptance model, these indicators suggest that there will be positive adoption of this new system. Students also indicated that they prefer Canvas for online course content and had a good experience using the mobile. Survey responses also suggest that many users found Canvas to be an improvement to Blackboard, both in the browser and in the app. Both users who are familiar with Canvas and new to the LMS found the system to be easy to use and useful, though a statistical difference was found between the two groups for these variables. While this difference isn't too large, it is possible that users who are less inclined to adopt new systems and are later adopters will find Canvas less easy to use or useful to their teaching or learning. This may mean they will present more resistance to the adoption of this new tool. This finding further highlights the need for support resources and opportunities as Canvas is made available to more users in future semesters.

References

- Al-Emran, M., Mezhuyev, V., & Kamaludin, A. (2018). Technology Acceptance Model in M-learning context: A systematic review. *Computers & Education, 125*, 389-412.
- Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. *MIS quarterly*, 319-340
- Dorobat, I. (2014). Models for measuring e-learning success in universities: A literature review. *Informatica Economica, 18*(3), 77.
- Legris, P., Ingham, J., & Collerette, P. (2003). Why do people use information technology? A critical review of the technology acceptance model. *Information & management, 40*(3), 191-204.
- Marangunić, N., & Granić, A. (2015). Technology acceptance model: a literature review from 1986 to 2013. *Universal Access in the Information Society, 14*(1), 81-95.
- Sharp (2007). Development, Extension, and Application: A Review of the Technology Acceptance Model. *Information Systems Education Journal, 5*(9).
- Šumak, B., Heričko, M., & Pušnik, M. (2011). A meta-analysis of e-learning technology acceptance: The role of user types and e-learning technology types. *Computers in Human Behavior, 27*(6), 2067-2077.

Appendix A: Instructor Open-Ended Responses

Instructors: What did you like about Canvas this spring?

Response	Theme
1. I really like that it gives students a breakdown of deadlines. The pages are easy to follow and use. The whole UI is much more intuitive for professors and students. I find it much easier to edit content or change the area it is in with canvas.	Easy to use User interface
2. Everything! Set up is so easy and fast. I can't think of any specifics at the moment, but there are things it would take 7-ish clicks to do in Blackboard that take one click in Canvas. In some cases, you can set up multiple assignments or quizzes with only a couple of clicks that you would have had to do individually in Blackboard. It's such a time saver and the clarity of navigation is so much better. I can't say enough good things!	Easy to use Improvement to Bb
3. I am still on a huge learning curve with Canvas, but I have a sense I can master this and take advantage of tools I am not yet using. I've worked with Blackboard for almost 20 years and have never liked it or felt like I could figure it out. Canvas also feels more creative in how I lay out the course. I love the calendar feature and upcoming events and showing me what needs to be graded. Speed grader is pretty cool too.	Easy to use Improvement to Bb Canvas features: Calendar Canvas features: Speed grader
4. It sounds trivial, but it just is more aesthetically pleasing and user friendly. It is much more intuitive than Blackboard and does everything I need it to do in ways that are logical to me.	Easy to use User interface
5. It is very simple to use.	Easy to use
6. Way better than Blackboard in every respect.	Improvement to Bb
7. I like that there is an internal emailing feature to contact students, the course due dates appear in calendar format, easy to see student grade %s and engagement based on submissions.	Easy to communicate with students Canvas features: Calendar Canvas features: Grade Center
8. -Ease of uploading/creating course content o -Organization of content/modules o -Integration of Zoom o -Groups setup easy o -Simple use of rubrics o -LOVE speed grade	Improvement to Bb Integrations available Easy to use Canvas features: Calendar Canvas features: Modules

o -much better app than Bb o -Easy communication with students"	Easy to communicate with students
1. Creation of modules and pages seems a bit more straightforward than in other LMS software. It's not the easiest software in terms of creating quizzes (Sakai is better) or creating complex grading schemes (D2L is better), but it may be marginally better than Blackboard. Export of the course calendar in icalendar format works better than in Blackboard, and the detailed display of and control over notifications seems very nice. I very much liked the BigBlueButton integration before that disappeared. (Used for office hours, not lectures.) Integration of external content, e.g., lectures hosted as YouTube videos, mostly works well. The Android app seems pretty nice; I would not use it myself, but I know that students are using it.	Canvas features: Modules Easy to use Canvas features: Calendar Integrations available
2. I've found the gradebook more useable and organizable in Canvas than it was in Bb; I really like the simplicity and organization offered in the "modules" and "assignments" tabs. I LOVE the speedgrader and real ability to do in-line annotations. I also like the commenting feature in speedgrader and the ability to provide students with feedback in a more natural way.	Easy to use Improvement to Bb Canvas features: Modules Canvas features: Speed grader Canvas features: Grade Center
3. Many features are more intuitive: discussion board, speed-reader, ability to link documents.	Easy to use Canvas features: Modules Canvas features: Speed grader
4. Ease of creating modules, Speed Grader, Built in Peer Feedback"	Easy to use Canvas features: Modules Canvas features: Speed grader
5. Ease of use	Easy to use

Instructors: What didn't you like about Canvas this spring?

Response	Theme
1. There are some small differences but overall I found very little to not like.	No dislikes expressed
2. The one thing I wish it could do that I don't think it does is setting different late penalties for different assignments or assignment groups vs having to set the same late penalty for all assignments. Another thing that I think Moodle	Limitations in grading, quizzes or assignment settings

<p>does well that I haven't seen in Bb or Canvas is the best awe of grading discussion boards. In Moodle, if you give a grade of 10 for an initial post and then 5 points for each response post for a maximum of 20 points, you can set the maximum grade threshold and then assign a grade to each post as it comes in and it won't go over the maximum. This way you don't have to wait until after the assignment deadline to start grading. On a related topic, it would be nice to be able to set multiple deadlines for all students on an assignment. For example, on a discussion board setting a deadline for the initial post and another deadline for the response posts."</p>	
<p>3. Remembering to publish the postings. I've also found it a little irritating that I have to put things in files or pages after I've set up a module and published it. But I think I am also still learning and may have missed how to do some things. The tutorial is sequential and I haven't worked my way through it yet so I have to search for hints on the Internet, but Canvas tutorials are easy to follow, short and help me through.</p>	<p>Learning curve</p>
<p>4. In the beginning, it was a bit laggy and uploads and things took a long time to load.</p>	<p>System performance</p>
<p>5. Lockdown did not have the camera proctoring option.</p>	<p>Missing a specific feature</p>
<p>6. Nothing.</p>	<p>No dislikes expressed</p>
<p>7. The process for adding new pages/files/attachments and then adding said files to a module is a bit convoluted compared to Blackboard. I don't like that I cannot manually delete a file that students submit in error and have to amend the assignment details instead. No easy way to track engagement with a module/items in modules. Lots of issues with external URLs not being accessible when linked in a module (shows a greyed out box and requires you to know to click the title of the doc on the new page to open page in a new window for it to load properly).</p>	<p>Learning curve Limitations in grading, quizzes or assignment settings</p>
<p>8. -Wish there was a bit better notification option with responses to announcements (have had responses to announcements that I don't see until long after their response).</p>	<p>Better notification options Lack of customization in course organization</p>
<p>o -Love the content modules, but wish there was a bit more flexibility with the ways they are organized."</p>	
<p>9. Quiz creation within Canvas can be a pain, & more than once I've lost work in the process.</p>	<p>Limitations in grading, quizzes or assignment settings</p>

<p>(Needing to save via Update Answer before hitting Save is a pain point.) I will likely move to a workflow that creates question banks, quizzes, etc., outside Canvas for later import, but I'm not 100% sure how well importing content will work. (I tried some from old BB & D2L saves, & it sort of worked, but not perfectly.) Not having an option to shuffle answers on specific quiz questions vs. the whole quiz (AFAIK) is terrible. Another pain point is having to use old quiz engine graded surveys in order to automatically award credit for completing quizzes whether or not answers are correct. (I use these for small, formative assessment interspersed with the readings.) The navigation menu within a course needs to be more visible on long pages (either by positioning the block absolutely or by replicating it in the footer).</p>	
<p>10. Not much not to like, honestly. It's been great. I've had some learning pains with some of the quiz functionality and getting comfortable with setting student availability and deadlines, but I think overall, I picked it up quickly and it generally has been much more user-friendly than Bb.</p>	<p>Learning curve</p>
<p>11. Canvas own help sucks. Their search feature is useless. I had to rely on outside YouTube videos of which there are many. For example, the key difference between the two is that you have to set up your own course page. The tutorial we got did not explain the function of pages in Canvas. That was the most confusing part of the entire course set up. Of course, I don't use it for anything fancy. Another key is having all one's documents loaded into files before trying to set up modules, etc.</p>	<p>Canvas help Learning curve</p>
<p>12. Organization of Pages, would love to have a way to create folders that correspond to Modules so they are not just in one big long list</p>	<p>Lack of customization in course organization</p>
<p>13. The rigid structure of "modules" vs. setting up areas where you can create custom places to share things with students.</p>	<p>Lack of customization in course organization</p>

Appendix B: Student Open-Ended Responses

Students: What did you like about Canvas this spring?

Response	Theme
1. d	No likes expressed
2. It feels less cluttered than blackboard does when viewing classes.	Easy to use
3. I like the simplicity of the layout, and how easily I can maneuver to my classes and assignments.	Easy to use Visual Appearance
4. Easier layout to navigate	Easy to use
5. Easy to navigate and use.	Easy to use
6. Better than blackbird in every way	Improvement to Bb
7. I liked how the modules could be setup and the way grades were as well so you could test certain scores out to see where you stand.	Canvas features: Modules
8. I liked how organized it was	Organized
9. looks a little nicer than blackboard	Improvement to Bb Visual Appearance
10. Categories for class on side	Organized
11. N/A	
12. Helped me keep expectations and deadlines organized. The opportunities for grading/feedback were great.	Organized Canvas features: Feedback
13. I find canvas is easier to navigate than blackboard. It also looks nicer but that's not as important as the ease of use.	Easy to use Improvement to Bb Visual appearance
14. I liked that unlike blackboard, the main focus was on the classes.	Improvement to Bb
15. I used it at my last school that I transferred from and I enjoyed how easy to navigate it was. It was quick and easy to find my grades, assignments and announcements, much like this semester for the one class I used it for. The interface just looked better. Since transferring, and having to learn to use blackboard, I was presented with a lot of challenges that I feel kinda affected my learning experience. So I,Ãm glad that KU is making the switch to canvas.	Easy to use Improvement to Bb Visual appearance
16. I like how it has a calendar and it way more organized. I,Ãve also heard it,Ãs easier for teachers to use!	Organized Canvas features: Calendar
17. I like the set up to Canvas	Organized
18. i guess the interface is more modern..?	Improvement to Bb

	Visual appearance
19. Canvas has an easier layout to understand and better shows when assignments are due.	Organized Improvement to Bb
20. Easy to navigate, cleaner and easier to find things.	Easy to use Improvement to Bb Visual appearance
21. Easy to use, more intuitive, no need for any training or tutorials.	Easy to use
22. Easy to navigate	Easy to use
23. Not sure	No likes expressed
24. Layout/design. Mobile app.	Organized Mobile App
25. I think is pretty much the same as blackboard.	No likes expressed
26. The color contrast	Visual appearance
27. I appreciate the module system to keep on track of the things I need to do! Additionally, I like using video responses for discussion boards and that it easy to do on Canvas.	Canvas features: Modules Canvas features: Adding video
28. Easier than the archaic blackboard	Improvement to Bb
29. The way that my professor used it, it was very easy to navigate. In the past, I have had professors who did not care to make it organized, and I think Canvas really needs people who are committed to making the cite clean and intuitive in order to be successful.	Easy to use
30. I liked how when looking at your grades you can input a potential grade to see what your overall grade in a class would be.	Canvas features: Grades
31. I feel like the format is much nicer and organized than Blackboard. And it's easier to have group discussions.	Improvement to Bb Visual appearance Canvas features: Discussion board
32. Layout	Visual appearance Organized
33. Ease of use, layout, UI	Visual appearance Easy to use
34. I like how its much easier to see what assignments are coming up than on blackboard.	Improvement to Bb Organized
35. I liked the integration with google	Canvas Features: Integrations
36. .	No Likes expressed
37. It shows the assignments that are due soon which is very helpful. Comparing to blackboard, it never shows you when things are due on the main page.	Canvas features: Calendar Improvement to Bb
38. I like how I can view word documents and pdfs posted by the professor without having to	Organized

download them. I also like how I can see all the documents/recordings for each week without having to open up an individual folder for each week. It's all just there in one place.	
39. I liked the ease of finding all of the weekly module information. Loading papers are easy, and commenting is easy.	Easy to use Canvas features: Modules
40. The organization of content on Canvas is better in comparison to Blackboard.	Organized Improvement to Bb
41. The submitting process is easy.	Easy to use
42. It looks nicer than Blackboard	Improvement to Bb Visual appearance
43. The home dashboard is a lot more user-friendly than blackboard.	Improvement to Bb Visual appearance
44. I have used canvas before and I like it much more than blackboard	Improvement to Bb
45. I liked how it works similar to blackboard.	Similar to Bb
46. It is very easy to navigate	Easy to use
47. It was much easier to upload assignments I was turning in to Canvas, rather than Blackboard. Blackboard's turn-in system has a habit of glitching, and sometimes the submission process takes me longer than doing the actual assignment. Submitting my assignments on Canvas has been MUCH easier this semester.	Easy to use Improvement to Bb
48. It's a better platform than blackboard and seems to have more capabilities especially with organization	Improvement to Bb Organized
49. It is extremely user friendly and organized. It's easy to find what I need to do, and allows instructors to create their own modules, which is also very helpful.	Organized Easy to use
50. Easy to use, very organized	Easy to use Organized
51. I like the easy access to discussion boards or discussion groups. Overall, it does feel a bit easier to navigate, especially if you don't remember how to reach something using the typical pathway, of going to the class page and then working through there.	Easy to use
52. I enjoyed the layout and I really liked the calendar, I find canvas much more useful than blackboard	Improvement to Bb Canvas features: Calendar
53. It does a fun little confetti when I submit something so that's nice	Canvas features: Confetti
54. it was easy to access, but I just got comfortable using blackboard proficiently.	Easy to use

	Frustration with using two LMSs
55. I like that it is much easier to navigate than Blackboard.	Easy to use Improvement to Bb
56. It got a little easier.	Learning curve
57. Similar to blackboard	Similar to Bb
58. Canvas is way easier and much cleaner cut than blackboard. Blackboard is the most stupid system ever! I would prefer to see canvas replace all of my blackboard classes.	Easy to use Improvement to Bb
59. Easy access each weeks content fast	Easy to use
60. Lots of features that black board does have. Easy to navigate.	Improvement to Bb Easy to use
61. The easy to navigate and usefulness.	Easy to use
62. The quizzes and exams as well as document links were very user friendly.	Easy to use Canvas features: Quizzes
63. I am not really sure I liked much of it. I only had one course that experimented with Canvas.	No likes expressed
64. I liked the discussion board, the subscription to discussion board feature.	Canvas features: Discussion board
65. More aesthetically pleasing	Visual appearance
66. Its very organized	Organized
67. It was very organized and better layed out than blackboard	Organized Improvement to Bb
68. easier to navigate that blackboard	Improvement to Bb
69. It's a lot more organized	Organized
70. nothing	No likes expressed
71. It's easy to submit assignments and easier to navigate than blackboard.	Easy to use
72. It's a cleaner approach	Visual appearance
73. Overall formatting is better	Visual appearance
74. Not much. It's just fine. The interface is nicer on smartphones in comparison to BlackBoard.	Visual appearance Mobile app Improvement to Bb
75. The system was relatively intuitive. I really liked how the instructors organized the modules to communicate all that was due each week. That made it easy to organize my schedule.	Easy to use Organized Canvas features: Modules
76. Hated it.	Disliked Canvas
77. Canvas's App and Website are a lot easier to navigate than Blackboard. I have used Canvas before, however, Canvas is a lot easier to learn how to use for a first-timer	Mobile app Easy to use
78. Much more reliable than blackboard. Much easier to navigate. Assignment submittal is less of a hassle.	Improvement to Bb Easy to use Canvas features: Assignments

79. It is organized. I feel that Blackboard can get messy. I like to see the modules. The format you can select individually. Or you can click through each. You can easily pick/select where you need to start.	Organized Improvement to Bb
80. It is way more user-friendly than Blackboard and looks/is a lot more organized and easier to look at than Blackboard.	Easy to use Improvement to Bb
81. Not easy to use.	Disliked Canvas
82. I like that you can access a pdf more easily and can highlight in the web	Ease of use Canvas features: Opening documents
83. EASY TO USE INTERFACE	Easy of use Visual appearance
84. It looks a lot nicer than blackboard and is easier to navigate.	Easy to use Improvement to Bb
85. Everything is very organized and easy to find.	Organized
86. Not a damn thing	Disliked Canvas
87. I like how with groupwork we were able to upload files, have a discussion board, and have our own area for announcements.	Canvas features: Groups
88. I liked the course calendar that laid out what was due when. I also enjoyed the modules where I could see what was happening in class and how to best prepare for the day.	Canvas features: Calendar Canvas features: Modules
89. Better organization than BB, easier to see/understand my grades, easier to contact professors/fellow students, less glitches, superior mobile app, significantly easier to learn to use than BB	Organized Canvas features: Grades Improvement to Bb
90. It is very easy to navigate and also lets me test different grades to see what I need on assignments to keep the grade I have	Easy to use Canvas features: Grades
91. Clear tool and great user experience.	Easy to use
92. Easy to use!	Easy to use
93. Navigating and formatting of website	Visual appearance Easy to use
94. we've been using for 4 days; not sure.	No likes expressed
95. na	No likes expressed
96. I liked the calendar.	Canvas features: Calendar
97. It seems pretty intuitive to use, and the aesthetic is much more sleek relative to Blackboard.	Easy to use Visual appearance Improvement to Bb
98. easy to navigate and less going on. blackboard is very cluttered	Easy to use Visual appearance Improvement to Bb

99. It is fairly easy to use and seeing what assignments are due when is nice to have.	Easy to use Canvas features: Calendar
100. It was visually pleasing and looks better than blackboard.	Visual appearance Improvement to Bb
101. I liked how the teachers set up the classes and the depth to which they worked out the modules.	Organized
102. It is intuitive and easy to use. I like the capability of collapsing modules or expanding them to see all of the requirements.	Easy to use Canvas features: Modules
103. .	No likes expressed
104. Accessibility of files and content. The platform is easier to navigate than blackboard.	Easy to use Improvement to Bb
105. The way it was organized	Organized
106. I liked how most things were easy to find and access	Easy to use Organized
107. It's easy to navigate and it has a better user interface than Blackboard.	Easy to use Improvement to Bb
108. I didnt like it.	Disliked Canvas
109. very easy to navigate	Easy to use
110. "We just started using it a week ago?! When I started with KU, we had a live orientation that had several 'stations' we could go to to explore and understand BB. Then Canvas comes along and we get no sessions to help us understand it. Just a new platform we are forced to use and conveniently when two classes (online) overlap for the first time. Really KU? "	Frustration with using two LMSs
111. Easy to navigate, and I was already familiar. There are also a lot of helpful things like minimizing weekly modules so that I don't have a long list of assignments that are not relevant yet, but also being able to look ahead at what's coming up if I want to.	Easy to use Canvas features: Modules Organized
112. Blackboard feels so much more dated than Canvas and I feel like it is easier to operate than Blackboard.	Easy to use Improvement to Bb
113. I liked how it has a Calendar function to be able to see all your upcoming assignments sorted by due date.	Canvas features: Calendar
114. Na	No likes expressed
115. I liked how easy it was to use, and how organized it is.	Easy to use Organized
116. There wasn't really anything I enjoyed about canvas.	No likes expressed

117.	Canvas is a much superior platform than blackboard.	Improvement to Bb
118.	It is very user friendly and looks much better than Blackboard. It is organized and simple to use.	Improvement to Bb Easy to use Organized Visual appearance
119.	I have used it before, so I was familiar. I liked how you can see all the assignments in order.	Canvas features: Assignments
120.	Less overwhelming to look at as far as a homepage.	Visual appearance
121.	Makes instructors put out the content for the semester ahead of time and crosses assignments off on the calendar when they are completed.	Canvas features: Calendar
122.	I thought it was easier to navigate from one class to another easier and within the class.	Easy to use
123.	Easy to use and navigate	Easy to use
124.	I think it's organized better than Blackboard.	Organized Improvement to Bb
125.	Same as blackboard pretty much just annoying how all my other classes are on blackboard. Blackboard also sends out more emails when something on blackboard happens like a grade, assignment, or announcement where canvas isn't as on top of that it seems	Similar to Bb
126.	Easy to navigate, clear to-dos.	Easy to use
127.	Everything in one place, does not crash as much	Easy to use
128.	I like how it is a lot easier to navigate.	Easy to use
129.	The layout looks nicer than Blackboard	Visual appearance Improvement to Bb
130.	The calendar function. It was easy to see what was do and when. Instead of having to go through each and every individual class I can see that being helpful in future semesters.	Canvas features: Calendar
131.	I liked the calendar that showed me what was due right in the front of the page instead of having to look for it on blackboard	Canvas features: Calendar Improvement to Bb
132.	I like the calendar with all of the assignments due in each of my classes.	Canvas features: Calendar
133.	I like that Canvas requires less steps to get to where you need. I also like the layout of Canvas.	Easy to use Visual appearance
134.	It is more user friendly than Blackboard and has less issues.	Improvement to Bb

135. I liked the colorful background after I submitted the assignments.	Canvas features: Confetti
136. Looks more uniform than blackboard, and the interface looks a lot cleaner and nicer.	Improvement to Bb Visual appearance
137. I enjoyed the calendar feature of canvas, it makes it easier to keep track of assignments.	Canvas Features: Calendar
138. I like that it is easier to navigate than blackboard.	Easy to use Improvement to Bb

Students: What didn't you like about Canvas this spring?

Response	Theme
1. no	No dislikes expressed
2. Hard to access, and a lack of notifications.	Access issues Lack of notifications
3. Get rid of blackboard	Prefers Canvas to Bb
4. Na	No dislikes expressed
5. Nothing	No dislikes expressed
6. Nothing	No dislikes expressed
7. It was a little slow at first, but picked up as the semester moved along.	System performance
8. I think I,Ãm used to using blackboard for most of my classes so it was difficult to remember that one of my classes was on canvas but other than that I mostly liked it	Frustration with using two LMSs
9. "On the discussion boards, all of the replies blend together...hard to separate them out. Quick fix is to add a css style: a. div.replies{ b. border-left:45px solid #999; c. } d. "	Visual appearance
10. Different so i didn,Ãt like it, blackboard is already good enough	Frustration with using two LMSs
11. I don't like how the modules are set up. It can be hard to find things because you have to scroll forever to get to the current assignments.	Canvas Features: Modules
12. N/A	No dislikes expressed
13. I don't have anything specific. I think it is harder to use canvas as a student when the instructor is unfamiliar with it.	Instructor unfamiliarity with Canvas
14. There were too many sections inside each class tab. Some of them could be condensed and it was difficult to know wher to look for information as there were 10+ sections to look thorough.	Visual appearance Canvas Features: Modules
15. N/A	No dislikes expressed

16. N/a	No dislikes expressed
17. It took a very long time for my uploads to get submitted but after I submit it doesn't show the item that I submit in case if I wanted to double check.	System performance
18. honestly so confusing, half the problem is using it and blackboard at the same time i cant find half my assignments and the whole pages thing doesnt make any ssense	Frustration with using two LMSs
19. I found that my instructor didn't properly know how to use canvas which caused a lot of issues to occur during the semester	Instructor unfamiliarity with Canvas
20. The audio player in Canvas was hard to scroll through and find minute marks from my professor's podcasts.	Issues reviewing content or submitting assignments
21. n/a	No dislikes expressed
22. N/a	No dislikes expressed
23. Confusing to use	Difficult to navigate
24. "Calendar feature not populated and does not sync with mobile device/platform.	Canvas features: Calendar
25. Navigating a course with multiple modules (in the case of the course I took - 18 modules) is a bit clunky because each one is an expandable/drop down list of items and the default is "expanded" - makes for a lot of scrolling to get to the right content. "	Canvas features: Modules
26. I think is pretty much the same as blackboard.	Prefers Bb
27. It was all over the place and hard to use.	Difficult to navigate
28. I don't like the Kultura system as it doesn't do the best for capturing videos through the platform!	Canvas Features: Kaltura integration
29. Learning a new system as a senior	Frustration with using two LMSs
30. It was separated from all of my other classes, which was a bit inconvenient. I'd prefer they either be all on Blackboard or all on Canvas.	Frustration with using two LMSs
31. n/a	No dislikes expressed
32. N/A	No dislikes expressed
33. The interface is not as smooth as blackboard	Prefers Bb
34. None	No dislikes expressed
35. It was very frustrating having most classes on blackboard and just one on Canvas, I often forgot to check the class content on canvas because I go through all of my class on blackboard and forget that I have to check somewhere else for just one class.	Frustration with using two LMSs
36. I didnt really find many faults with it	No dislikes expressed
37. learning a new program for my last semester.	Frustration with using two LMSs

38. nothing	No dislikes expressed
39. All of our homework is completed in an outside website (MacMillan Learning) so I have no idea how to submit assignments in Canvas, which could be an issue going forward as Canvas becomes more widely used.	No dislikes expressed
40. Nothing	No dislikes expressed
41. N/A	No dislikes expressed
42. There are so many tabs on the side, it's hard to know where my assignments even are located.	Difficult to navigate
43. Too many things on the side bar that can get overwhelming	Difficult to navigate
44. "I didn't like having to use both blackboard and canvas	Frustration with using two LMSs
45. Split between blackboard and canvas, I would have preferred if all of my classes were on the same platform	Frustration with using two LMSs
46. There are a ton of bugs and problems with my classes. Classes will be locked some days and other days I just won't be able to view it. It causes us problems both in the classroom with the teacher and at home. I felt blackboard was a good system that met our needs and wouldn't breakdown.	System performance Prefers Bb
47. This might be class specific, but I find it weird that we read a pdf of the topic of the section in one page, then multiple pages of the same pdf, just split up.	Issues reviewing content or submitting assignments
48. It was a platform I was initially entirely unfamiliar with, and the tutorial presented the first time I logged it wasn't very helpful. However, the layout is intuitive, so it had a very small learning curve and I vastly prefer Canvas to Blackboard.	Learning curve Prefers Canvas to Bb
49. some things can get lost if not properly organized by the instructor or if different instructors are organizing things differently. i also didn't like having my class stuff in different places (both canvas and blackboard)	Instructor unfamiliarity with Canvas Frustration with using two LMSs
50. Nothing, Canvas is perfect and a thousand times more easy to use than Blackboard.	Prefers Canvas to Bb
51. not much, it was easy to adjust to	No dislikes expressed
52. N/A	No dislikes expressed
53. Nothing really	No dislikes expressed
54. Why did you make me use two platforms it was way too hard to keep track of all of my work	Frustration with using two LMSs
55. Our instructor and assistant struggled with it, delayed lots of the grading due to canvas interface issues.	Instructor unfamiliarity with Canvas

56. Because everyone was so new to canvas, there were multiple technical difficulties.	Instructor unfamiliarity with Canvas
57. It was harder to find assignments than blackboard. It was disorganized and not as easy as blackboard. I didn't receive notifications about my assignments except through email. There was a lot of error messages that I received from the page and I had to wait for them to reload multiple times. Confusing to find content.	Difficult to navigate Prefers Bb System performance
58. It is confusing to find certain things like announcements and grades.	Difficult to navigate
59. I wish that when I logged into my KU account it would automatically take me to canvas. I did not like how I had to go to a totally different website to login to canvas.	Frustration with using two LMSs
60. Opening links to websites in another canvas tab instead of going directly to URL	Issues reviewing content or submitting assignments
61. Quizzes and homework assignment turn ins were kinda hard to find.	Difficult to navigate
62. Nothing- I loved it.	No dislikes expressed
63. There were no issues with canvas so far.	No dislikes expressed
64. I found it difficult to access and or locate assignments needed.	Difficult to navigate
65. N/a	No dislikes expressed
66. Nothing	No dislikes expressed
67. N/A	No dislikes expressed
68. N/A	No dislikes expressed
69. sometimes got lost when clicking on one thing took me to another thing	Difficult to navigate
70. Just that I had a class on there and the rest on blackboard so I kept forgetting about it	Frustration with using two LMSs
71. I did not like canvas, because it separated one class material from the rest of my classes. This makes it more inconvenient to check and easier to forget about.	Frustration with using two LMSs
72. I have no idea how the grading works because my teacher hasn't put it in, I would like to figure that out.	Instructor unfamiliarity with Canvas
73. N/A	No dislikes expressed
74. Its not easy to download a google doc compared to blackboard	Prefers Bb
75. I don't really like Canvas. I think Black Board is much easier to be organized and seem like everything has its place. Canvas seems like a mess. Everything can be found from 6 different spots. I know this might be just my instructor. KU will need to educate the professors and	Prefers Bb Instructor unfamiliarity with Canvas Difficult to navigate

GTA on how to organize Canvas. I hope KU does a good job at this because if they don't, then it will be a terrible transition and students will complain.	
76. The videos took a while to upload.	Issues reviewing content or submitting assignments
77. It,Äôs the worst.	Disliked Canvas
78. Only one of my classes is on Canvas so sometimes I forget to check it	Frustration with using two LMSs
79. Some assignments and quizzes get ordered alphabetically or numerically rather than chronologically. Don't know if that's Canvas or just how the instructor sets it up.	Instructor unfamiliarity with Canvas Learning curve
80. N/A	No dislikes expressed
81. I didn't dislike anything.	No dislikes expressed
82. Blackboard is better.	Prefers Bb
83. I am having problems to access Canvas, it doesn't accept my KU online ID nor my password and is frustrating not to know how to access the page your class is suppose to be.	Access issues
84. ONLY ONE CLASS WAS ON CANVAS	Frustration with using two LMSs
85. I didn,Äôt like having to use both canvas and blackboard	Frustration with using two LMSs
86. Nothing	No dislikes expressed
87. Everything! The interface is NOT easy to use in any way, shape, or form. Canvas sucks. The menu makes no sense, I can't find my class on there constantly. I understand that Blackboard is 'ending' but you really couldn't find something better?	Difficult to navigate
88. I'm still trying to get the hang of navigating it. I get confused on where things are.	Difficult to navigate
89. n/a	No dislikes expressed
90. I loved everything about Canvas.	Prefers Canvas to Bb
91. N/A	No dislikes expressed
92. Hard to find on the KU website. Slower uploads of video and video messaging.	Access issues Issues reviewing content or submitting assignments
93. Nothing	No dislikes expressed
94. Slower than blackboard	System performance
95. how to contact group members isn't obvious - an email integration to SendAll would be helpful.	Learning curve
96. na	No dislikes expressed
97. It was somewhat confusing to learn how to navigate it. I don't receive a confirmation email	Learning curve Difficult to navigate Lack of notifications

when I submit assignments. Due dates on assignments are sometimes difficult to find.	
98. Discussion threads aren't as easy to distinguish, would be nice to have improved thread separation.	Visual appearance Canvas Features: Discussion board
99. grades are kinda confusing to see	Difficult to navigate Learning curve
100. I only had one class use canvas, so I did not like having to switch platforms for just this class.	Frustration with using two LMSs
101. Sometimes I would get lost when trying to find certain pages and would have to go back to the dashboard and start again.	Difficult to navigate
102. Nothing its so much better than anything else	No dislikes expressed
103. N/A	No dislikes expressed
104. .	No dislikes expressed
105. N/A	No dislikes expressed
106. Discussion board	Canvas Features: Discussion board
107. Nothing I can think of	No dislikes expressed
108. It has a few redundancies which make me question if submitting something in one place will show up in other areas.	Learning curve Redundant locations for activities/assignments
109. I honestly don't like the layout of canvas it is difficult to navigate within the individual classes. Especially if instructors are using gradescope along with canvas.	Difficult to navigate Visual appearance
110. nothing	No dislikes expressed
111. Again it has been 7 days - how is there any value in these survey results yet?	No dislikes expressed
112. I think I liked everything about canvas, maybe having a group chat instead of just a discussion or an announcement board.	No dislikes expressed
113. That only one class was utilizing it. I went to JCCC for two years and I felt like Canvas was just so much easier to work with, then I came to KU and had to use Blackboard, which I haven't used in at least 4 years, I didn't even know it still existed.	Frustration with using two LMSs
114. I found it somewhat hard to navigate, especially towards the start of the semester. Due dates were not always clear and I would get so stuck in the weekly modules, that any assignment outside of a weekly module wouldn't be clear when it needed to be done.	Difficult to navigate Redundant locations for activities/assignments
115. Na	No dislikes expressed
116. I absolutely hated that half of my classes were on blackboard while the other half	Frustration with using two LMSs

<p>were on Canvas and some were on teams. It made the semester so much more difficult so I would say either switch or don't. Do not put students as guinea pigs. I also had to use slack and seesaw and was completely overwhelmed. We are in the middle of a pandemic, and I am sure there could have been a better time for this.</p>	
<p>117. I could not find things quickly can I can on blackboard. Stuff seems to be a jumbled mess and trying to find instructions for the assignments is harder than the assignments themselves.</p>	<p>Difficult to navigate Redundant locations for activities/assignments</p>
<p>118. Occasionally the links didn't open in the Canvas Platform and we would have to copy and paste the link into a browser window. This was a non issue really.</p>	<p>Issues reviewing content or submitting assignments</p>
<p>119. The transition was slightly uncomfortable but only for about a week and then it became very easy to use. I like using it overall.</p>	<p>No dislikes expressed</p>
<p>120. I didn't like how it kept telling me the assignments I had not done because I couldn't do them anymore. I also didn't like that all my classes were not in one place.</p>	<p>Frustration with using two LMSs Notification about completed assignments</p>
<p>121. It just took some getting used to after working with blackboard.</p>	<p>Learning curve</p>
<p>122. My instructor not grading assignments.</p>	<p>Instructor unfamiliarity with Canvas</p>
<p>123. Some times it's difficult to find the assignments and or a quiz but I think that may just be me getting used to canvas</p>	<p>Difficult to navigate Learning curve</p>
<p>124. nothing</p>	<p>No dislikes expressed</p>
<p>125. The servers were really slow for me and the pages didn't load very quickly compared to my prior use of Canvas.</p>	<p>System performance</p>
<p>126. See above</p>	<p>No dislikes expressed</p>
<p>127. Nothing.</p>	<p>No dislikes expressed</p>
<p>128. Hard to view documents</p>	<p>Issues reviewing content or submitting assignments</p>
<p>129. I don't like the weekly emails about things that I turned in and that I don't know how the grading works.</p>	<p>Notification about completed assignments</p>
<p>130. The number of tabs on the left side</p>	<p>Redundant locations for activities/assignments Visual appearance</p>
<p>131. Sometimes it was difficult to find certain things, but I think that is how the</p>	<p>Difficult to navigate Instructor unfamiliarity with Canvas</p>

instructor structures their own individual class. I don't think it's a canvas problem.	
132. Accessing the files took a little bit more effort because of the layers of folders	Issues reviewing content or submitting assignments
133. It is very overwhelming and I have trouble navigating it. Possibly because I have not used it as much but there are so many different things to click, I struggle to find everything that I need.	Difficult to navigate Redundant locations for activities/assignments Learning curve
134. I do not have anything to report.	No dislikes expressed
135. There are a lot of tabs, each with a lot of stuff in it. It somewhat helps with organization, but it makes it very difficult to find things sometimes.	Redundant locations for activities/assignments
136. I did not find it too familiar to use personally.	Learning curve
137. I didn't like having to go back and forth between two different softwares (canvas vs blackboard)	Frustration with using two LMSs
138. The only thing that was kind of a pain is having to log on. Having two sources of keeping track of stuff threw me off at some points, overall I enjoyed canvas.	Frustration with using two LMSs
139. I don't like how many areas there are to put work and assignments. It would be much easier if it was all in one place.	Redundant locations for activities/assignments

Appendix C: Student Open-Ended Responses (Mobile App)

Students: What did you like or didn't like about using the app? Please describe your experience using the app.

Response	Theme
1. The app is a hit or a miss for me. My phone doesn't agree with it for some reason, I struggle to sign in.	Issues logging in Mixed experiences
2. It's good	Good experience
3. I liked the app, aside from it taking a while to get logged in	Good experience Issues logging in
4. The app is fairly easy to use, however, I still don't like the modules.	Good experience Didn't like course organization (modules, etc)
5. Ease of access, however, the layout is very different than on the computer.	Good experience App limited compared to browser
6. The app has some glitches but it is still easier to use than blackboard and its app.	Better than Bb app
7. The app was easy to use, I've had no problems with it.	Good experience Easy to use
8. My experience was great. I used it in high school as well.	Good experience
9. It's not bad. It's just annoying having to go through so many tabs even though my class doesn't utilize all the tabs	Didn't like course organization (modules, etc)
10. The app is very easy to use and follow	Good experience Easy to use
11. Notifications on my phone and easy access.	Good experience
12. Easy to use. Logical layout. Video content plays seamlessly (which it did NOT in Blackboard). Navigating a course with multiple modules (in the case of the course I took - 18 modules) is a bit clunky because each one is an expandable/drop down list of items and the default is expanded - makes for a lot of scrolling to get to the right content.	Didn't like course organization (modules, etc) Easy to use Better than Bb app
13. All over the place.	Mixed experience
14. Layout	Didn't like course organization (modules, etc)
15. The mobile app was very helpful and easy to manage.	Easy to use Good experience
16. It's easy to use the mobile app, and lets me do almost as much as I could on the browser version. The Blackboard mobile app on the	Easy to use Better than Bb app Good experience

other hand is actually unusable due to bugs and lack of polish.	
17. canvas app was better than blackboard app, organized and clean design	Better than Bb app Easy to use
18. It's better than blackboard I guess	Better than Bb app
19. I can check my grades and assignments that I have do whenever and wherever.	Good experience
20. I liked being able to submit assignments on the go when needed.	Good experience
21. Easy to use	Easy to use
22. I like it a lot! The app is much much better than blackboard	Good experience Better than Bb app
23. The app was easy to use. The only challenge was reviewing submissions that were graded with feedback.	Easy to use App limited compared to browser
24. App actually works unlike Bb app	Better than Bb app
25. It's kind of confusing, there are things you can do with the app and other that you can't	App limited compared to browser
26. Easy to access from where ever your at	Easy to use
27. I liked the alerts and notifications. I also liked how the to do page was set up and I could find what I needed to complete.	Good experience
28. Nothing to report yet!	Good experience
29. i liked it it was also easy to use. better than the blackboard app	Good experience Easy to use Better than Bb app
30. Easy to use	Easy to use
31. You have to get in with QR code (cannot just sign in)... professors didnt know this so couldnt offer suggestion when logins werent working. Just trying to end a class in BB and start a class overlapping in Canvas at the same time here - please dont send 10000 surveys, your timing already sucks.	Issues logging in
32. easy and quick to use. No complaints, although did not use too often.	Easy to use
33. The app is amazing and has a much better layout than Blackboard. Also I have an iPad and the Blackboard app cannot function well on it, which forced me to start bringing my big laptop to class instead.	Better than Bb app
34. The app is very user friendly and has a good look on my phone.	Easy to use
35. The display was much harder to work with compared to	App limited compared to browser

36. It a lot of sections and blackboard is better online.	Didn't like course organization (modules, etc)
37. The app worked just fine for me	Good experience

Appendix B

Spring 2021 Canvas Pilot End-of-Semester Survey

Summary

The Canvas pilot end-of-semester survey found that overall instructors and students were satisfied with Canvas for their teaching and learning, and generally preferred Canvas to Blackboard. Written responses to open-ended questions found that instructors and students advise instructors new to Canvas to take the time to learn about Canvas and its features, while students also highlighted the importance for these instructors to focus on organizing their Canvas courses. Instructors found that the biggest challenges changing from Blackboard to Canvas was the time it takes to set up their courses and learning the differences between the systems. Generally, instructors and students in the pilot were neither satisfied or unsatisfied with their support options for Canvas. These findings, as well as written advice provided by the participants, suggest that KU IT can make improvements in how instructors and students are learning about Canvas, the resources available to these users and communication about time needed to learn and move to the system. Nonetheless, the satisfaction with Canvas and preference for the new LMS provides further evidence that this is a positive change for teaching and learning at the University of Kansas.

Contents

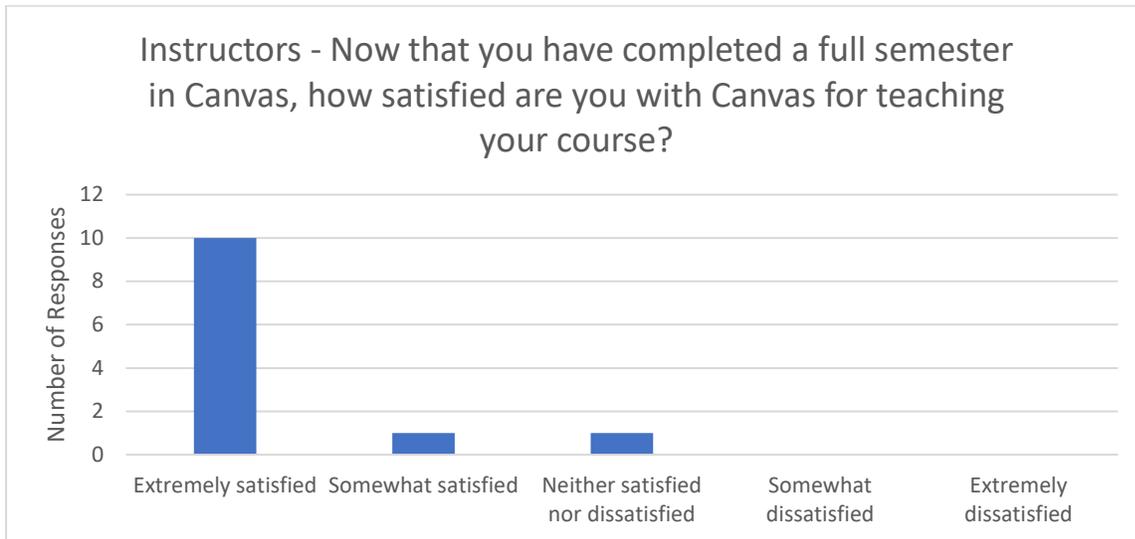
- 1 Satisfaction with Canvas
- 2 Preference for Canvas or Blackboard
- 3 Advice for instructors new to Canvas
- 6 Biggest challenges making the change from Blackboard to Canvas
- 6 Satisfaction with Support Resources
- 9 Advice for KU IT for Providing Support for Canvas
- 11 Appendix A: Instructor Open-Ended Responses
- 14 Appendix B: Student Open-Ended Responses

Background

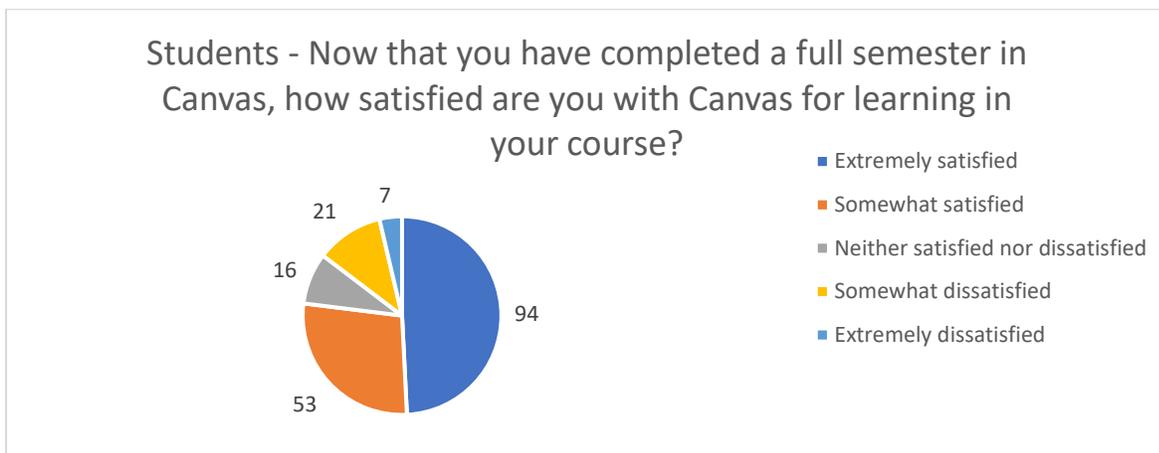
The end-of-semester survey was sent by e-mail or distributed in Microsoft Teams to the 44 instructors and 1,240 students involved in the spring pilot of Canvas at the University of Kansas. Responses were received from 12 instructors (27.3% response rate) and from 191 students (15.4% response rate). The 7 or 8 item survey instrument asked pilot participants about their satisfaction with using Canvas, preference for learning management system and satisfaction with available support resources. There were also open-ended questions about advice for instructors new to Canvas, the biggest challenge changing from Blackboard to Canvas and advice for KU IT for providing support for Canvas.

Satisfaction with Canvas

Both students and instructors were asked how satisfied they were with Canvas after a full semester using the platform for teaching or learning. A majority of instructors indicated they were satisfied with Canvas, with 10 of the 12 indicating they were extremely satisfied with Canvas.



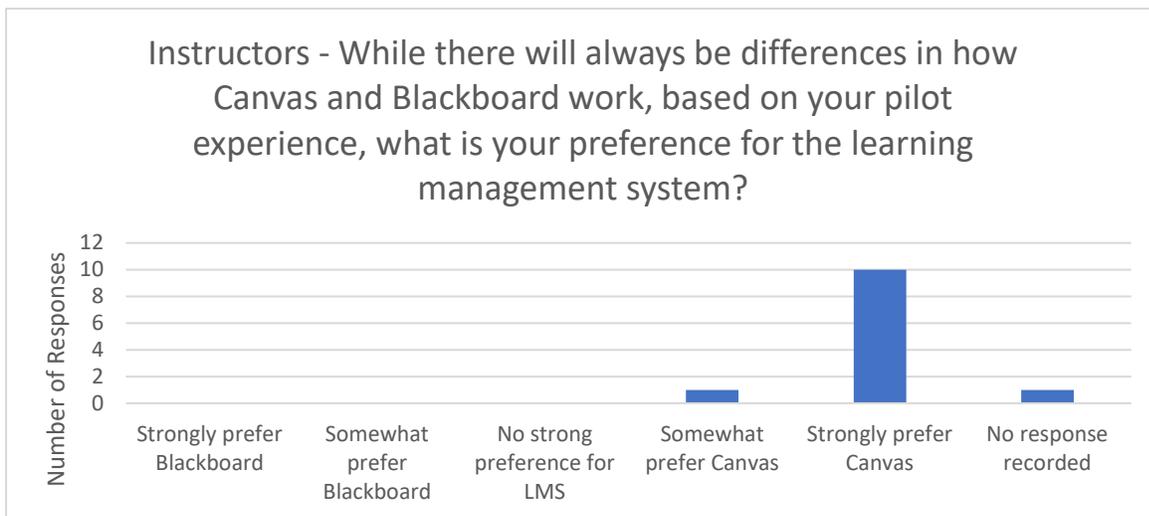
Students also indicated satisfaction with Canvas overall, with almost 80% of students indicating that they were extremely or somewhat satisfied with Canvas for their learning.



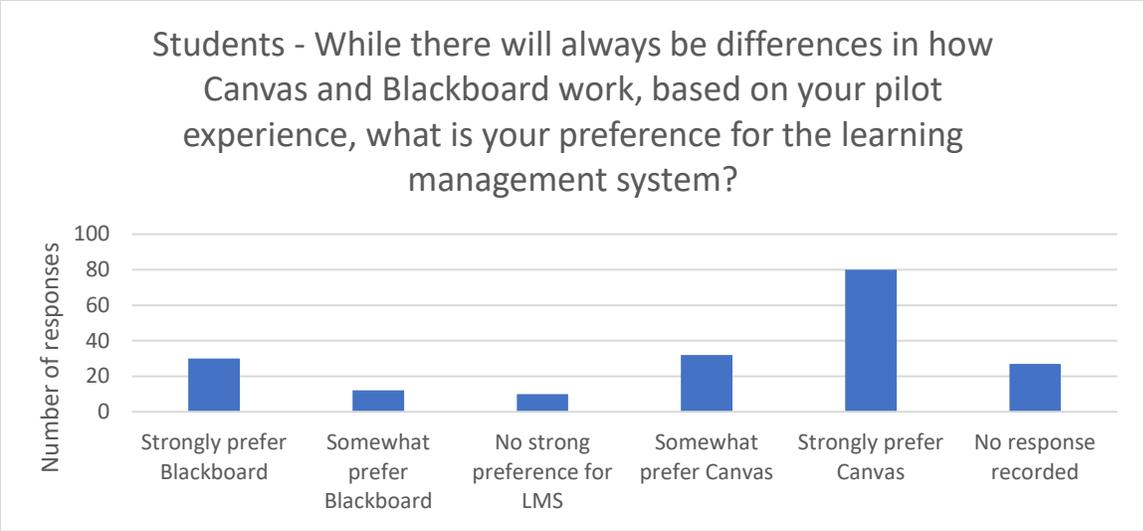
Preference for Canvas or Blackboard

Participants were asked to rate their preference for the learning management system on a sliding scale, with 0 being “I prefer Blackboard over Canvas,” 50 being “I find Bb and Canvas to be equal,” and 100 being “I prefer Canvas over Blackboard.” The values captured by the slider were recorded and converted into the following categories: Strongly prefer Blackboard (0-20), Somewhat prefer Blackboard (21-40), No strong preference for LMS (41-60), Somewhat prefer Canvas (61-80) and Strongly prefer Canvas (81-100). Responses that had no response captured were classified as No response recorded.

The instructors who participated indicated that they prefer Canvas to Blackboard based on their experience, with 11 of them somewhat or strongly preferring Canvas. One instructor did not enter or had a response recorded.



Student responses showed more mixed opinions, but these also indicated that over all the group also preferred Canvas. Nearly 59% of student participants indicated a score for somewhat or strongly preferring Canvas.



Advice for instructors new to Canvas

Both instructors and students were asked “If you were talking to an instructor who is new to using Canvas, what would be the first advice you would give about using the system.” Written responses to this question were left by 10 instructors (83.3% of instructor participants) and 125 students (65.5% of student participants). These answers were coded and common themes were identified.

While it was hard to identify many common themes due to the number of instructors who left comments, the most prominent theme was the advice to take the time to learn Canvas. This theme was found in 50%, or 5, of the written responses. These instructors highlighted the importance of learning how Canvas works, to gain an understanding how to structure the course and content and to get used to how it is different than Blackboard, as well as the fact that it takes time to do this. The next most common theme, suggesting that instructors use e-mail to communicate with students, seen in 20% or 2 of the responses, further highlights the need for instructors to learn how Canvas works. Both of these instructors struggled with how Canvas facilitates communication with students, which functions differently than through Blackboard. These and other themes are summarized in Table 1. Complete instructor responses are found in Appendix A.

Table 1. Instructor advice to other instructors new to Canvas

Theme	Number of Comments Theme Appeared	Percentage of Responses (10 Total)
Take the time to learn Canvas	5	50%
Use e-mail to communicate with students	2	20%
Canvas is flexible and Speedgrader is great	1	10%
Canvas is better than Bb	1	10%
Learn how to export from Bb and import into Canvas	1	10%
Make sure content is visible to students	1	10%
Make use of Respondus to import quizzes	1	10%

For the advice left by students for instructors, by far the most common theme was the advice for instructors to focus on organization in their courses. This theme was seen in 48%, or 60, of the student responses. For these students, their comments advised instructors to focus on building organized courses, where it is clear and easy for students to find content and find where they need to turn in assignments. Often students commented on the importance of building out structure and to make use of the modules area to organize course content and activities. Spending time to organize and structure a course was presented as a way to help reduce student confusion and help with keeping up with course work. Here are some examples:

- The professor I had this semester did a great job using Canvas and there was nothing that was set up strangely or inaccessible to me. I really liked how my professor had assignments broken out by week into separate "modules." It made it easy for me to see what was due each week and stay on top of my assignments. That would be my recommendation, I think.
- Canvas works really well when the course material is really organized. I have used Canvas in classes before where things were very difficult to find because of disorganization. So, if everything gets intuitively placed from the beginning, then it's very easy to navigate.
- Canvas makes organizing a class super easy. The Module system within canvas allows students to navigate and easily understand the when things are due within the class. If you spend time doing this well, then the class should be able to navigate canvas 100 times better than blackboard.
- I believe my instructor knew how to use canvas. However, if I was talking to a new instructor, I would tell them to make effective use of the module system. It increases organization and made the course site incredibly easier to navigate.

The next most commonly seen theme was the suggestion for instructors to take the time to learn about Canvas generally, or about specific features. This advice was found in 21.6% or 27 of the student responses. These students believed that their Canvas courses will run more smoothly if instructors spend some time learning about Canvas, or how specific features work in the LMS, such as grades, assignments, inbox, modules, discussion or Zoom. Here are a few examples:

- Make sure you familiarize yourself with where everything is--all the buttons and tabs, that way you won't get lost trying to assign things or accidentally click the wrong button.
- take your time to explore this new system on top of all the other obligations that you have.. your students will understand:)

Other themes pointed out that Canvas is a new system for students as well. Eleven comments, or 8.8%, advised instructors to be aware of a student learning curve, or the fact students need to learn how to use Canvas as well. Six students, or 4.8%, suggested spending time in the course or providing students resources focused on getting started with Canvas. While the previous pilot survey found

Canvas was easy to use, Canvas is still a new system for many and it takes a little time or assistance to learn how to use it.

Other advice included making use of due dates so course activities appear on the calendar (15 or 12% of responses), that clear communication with students is important (5 or 4% of responses) and that instructors need to make sure content is visible to students (4 or 3.2% of responses). These and other themes are summarized in Table 2. Complete student responses are found in Appendix B.

Table 2. Student advice to instructors new to Canvas

Theme	Number of Comments Theme Appeared	Percentage of Responses (10 Total)
Focus on organization	60	48.0%
Take time to learn Canvas and its features	27	21.6%
Make use of due dates	15	12.0%
Plan on a student learning curve	11	8.8%
It's better than Bb	10	8.0%
Provide some background on Canvas	6	4.8%
Clear communication is important	5	4.0%
No clear advice given	5	4.0%
Canvas is easy to use	4	3.2%
Make sure content is accessible to students	4	3.2%
Other	4	3.2%

Biggest challenges making the change from Blackboard to Canvas

Instructors were presented an additional open-ended question that asked “What would you describe as the biggest challenge making the change from Blackboard to Canvas?” Nine, or 75%, of the instructor participants left responses to this question. While the number of instructors made it hard to identify common themes for this question as well, the most common challenge was that it takes time to set up the course in Canvas. This was found in 4 or 44% of the comments. These instructors highlighted the fact that moving their content from Blackboard into Canvas took more time than expected, or that they didn’t have access or start early enough to make the change less challenging.

Related to the first challenge, the second most common challenge was learning the differences from Blackboard, found in 3, or 33.3%, of the responses. These responses described challenges that stemmed from the fact the instructor needed to learn how Canvas worked differently than Blackboard, such as not being able to create custom columns in the grade center or how the course structure is different. It can be a challenge to become familiar with the available tools and functions in the new LMS. This challenge and others are summarized in Table 3.

Table 3. Biggest challenges changing from Blackboard to Canvas

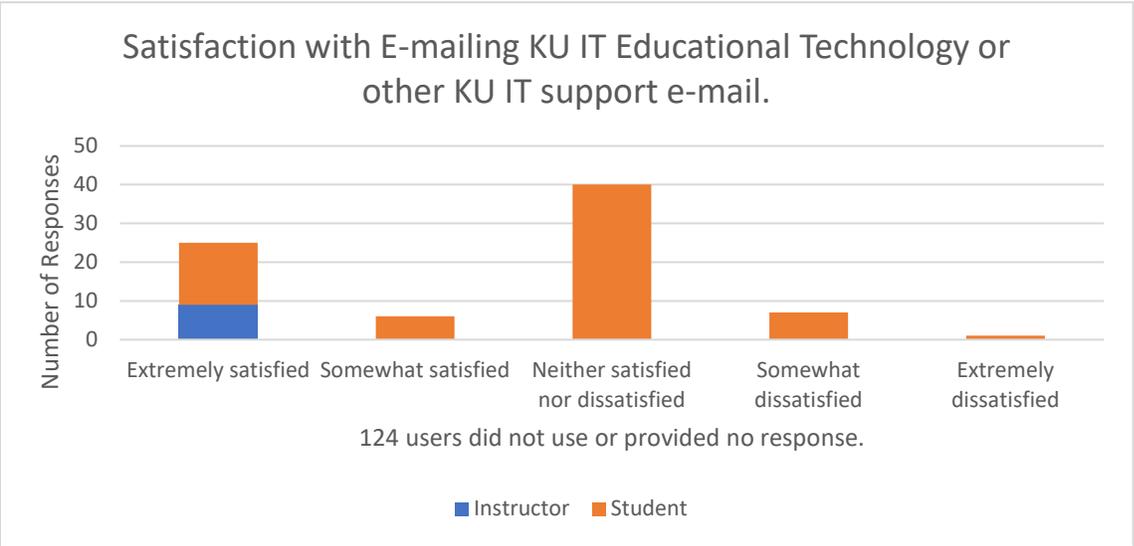
Theme	Number of Comments Theme Appeared	Percentage of Responses (9 Total)
It takes time to set up course	4	44.4%

Learning the differences from Blackboard	3	33.3%
Course evaluations	1	11.1%
Figuring out what students could see	1	11.1%
Finding useful resources	1	11.1%
It's very easy change	1	11.1%

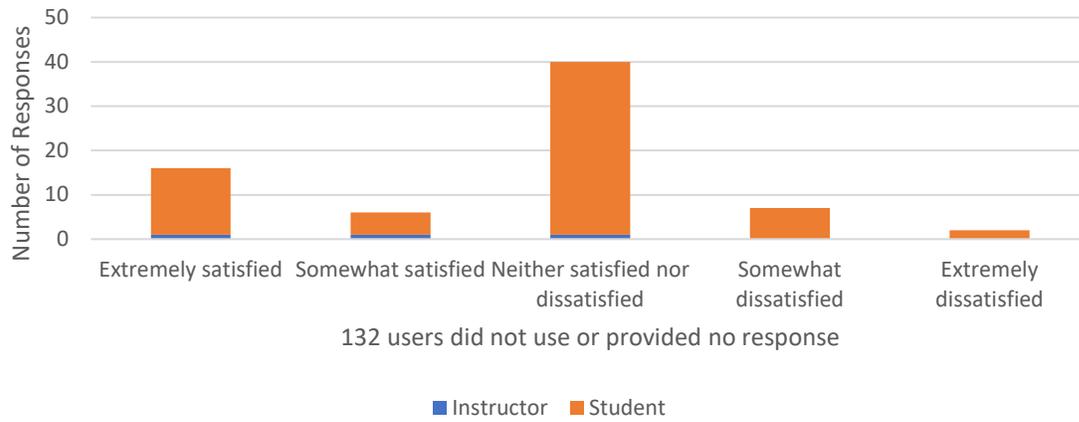
Satisfaction with Support Resources

Participants were asked how satisfied they were with different avenues of support provided during the spring pilot, including e-mailing or phoning KU IT Educational Technology, using Microsoft Teams, phoning the Canvas support Hotline or using the Canvas Live Chat. In the charts presented below, answers for both students and instructor were combined to get a sense of satisfaction for the avenues of support from all users, except for Microsoft Teams, which was only offered to instructors. Also, users who did not use or didn't provide a response for a specific service were removed from the charts.

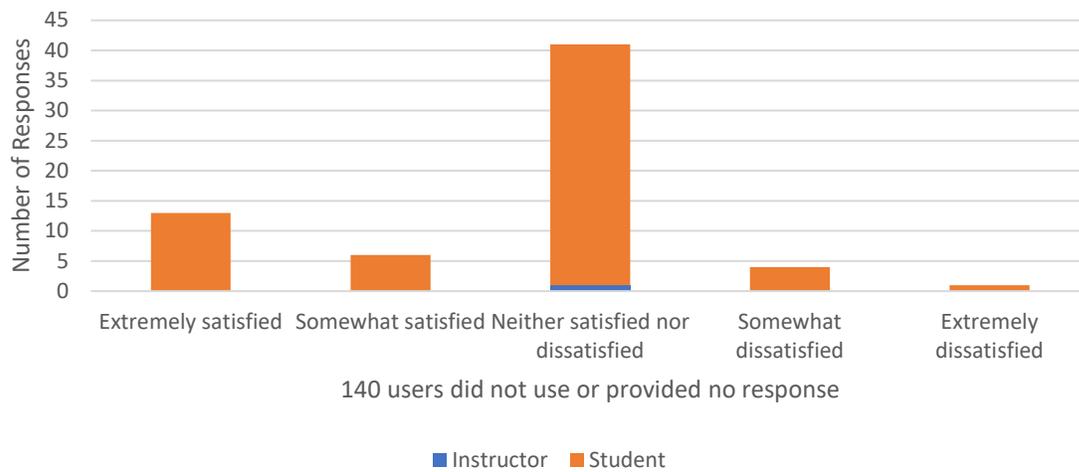
Generally, pilot users who made use of avenues of support were neither satisfied or dissatisfied with the avenues of support. Those who did express satisfaction or dissatisfaction, a slight majority were extremely or somewhat satisfied with the support provided for Canvas. In the end, these data suggest that support can be improved for all users of Canvas.

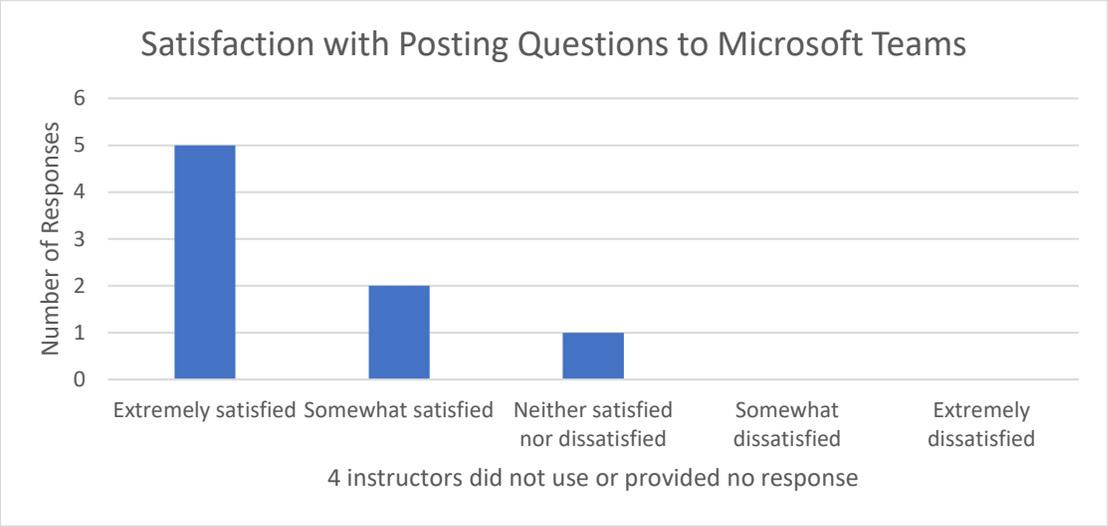
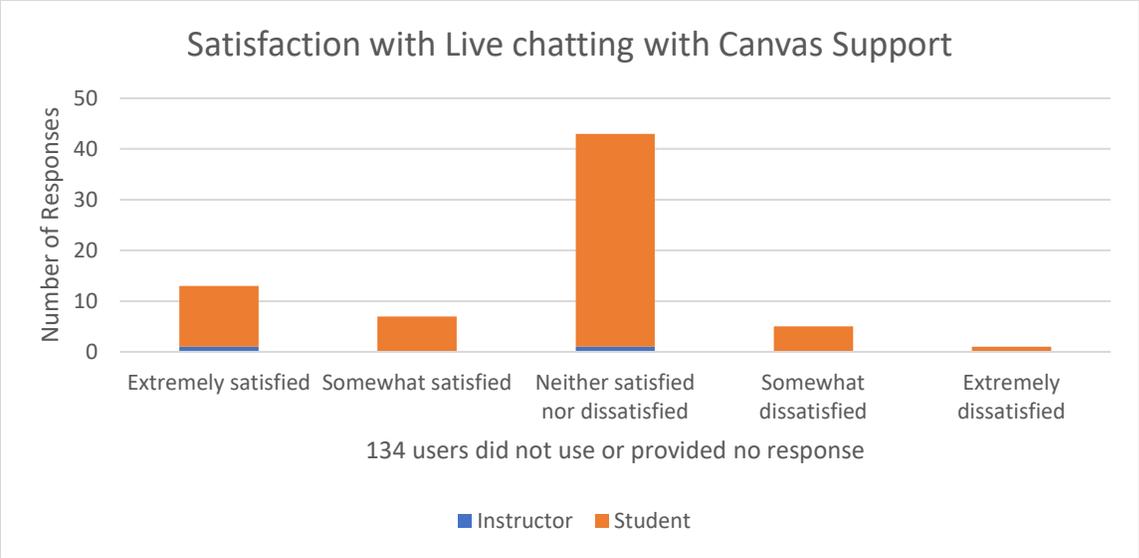


Satisfaction with Phoning KU IT Educational Technology or other KU IT phone support.



Satisfaction with Phoning the Canvas Support Hotline





Advice for KU IT for Providing Support for Canvas

Survey participants were asked “what advice would you give KU IT about providing support for Canvas.” Of the 12 instructors who participated in the survey, 7, or 58.3%, left responses. While there were no common themes, these instructors suggested that KU IT might provide more example courses, training sessions and more prominent resources for migrating content from Blackboard to Canvas, as well as giving students more of an introduction to Canvas. These suggestions are summarized in Table 4.

Table 4. Instructors – What advice would you give KU IT about providing support for Canvas

Theme	Number of Comments Theme Appeared	Percentage of Responses (7 Total)
Keep up the good work	2	28.60%
Improve KU support of Canvas	1	14.30%

Make Bb content migration guide more prominent	1	14.30%
Provide example courses	1	14.30%
Provide more training sessions	1	14.30%
Provide students some background on Canvas	1	14.30%

Of the 191 student participants, 65, or 34%, wrote a response to this question. The most common themes were “no advice given,” seen in 19 or 29.2% of responses, and “didn’t need technical support,” found in 18 or 27.7% of responses. These suggest that most of these students didn’t experience technical issues needing further support and they felt like they didn’t need to provide advice or suggestions for improvement.

Other than these, common advice included providing timely support (5 or 7.7% of responses, helping instructors learn how to use Canvas (4 or 6.2% of responses), making sure that students are aware of support resources (4 or 6.2% of responses) and reporting outages to users (3 or 4.6% of responses). These and other themes are described in Table 5.

Table 5. Students – What advice would you give KU IT about providing support for Canvas

Theme	Number of Comments Theme Appeared	Percentage of Responses (65 Total)
No advice given	19	29.2%
Didn’t need technical support	18	27.7%
Provide timely support	5	7.7%
Help instructors learn how to use Canvas	4	6.2%
Make students are aware of support resources	4	6.2%
Report outages to users	3	4.6%
Comment highlighted need for user education	3	4.6%
Improve KU support of Canvas	2	3.1%
Disliked Canvas	2	3.1%
Improve Canvas interface	1	1.5%
Make sure Canvas notifications don’t go to spam	1	1.5%
Move to Canvas quicker	1	1.5%
Reduce enrollment issues	1	1.5%
Reduce times that Canvas was unavailable	1	1.5%
Use one LMS	1	1.5%

Appendix A: Instructor Open-Ended Responses

If you were talking to another instructor who is new to using Canvas, what would be the first advice you would give about using this system?

Comment	Theme
1. Canvas works well if you're only doing what Canvas expects you to be doing. Getting creative will break Canvas. Canvas's built-in test mechanism is crude. Ignore it, and use something like Gradescope instead (if possible). It's difficult, and maybe impossible, to tell what the students see when they look at Canvas. Don't assume you know what they're seeing when they look at it.	Take the time to learn Canvas Make sure content is visible to students
2. Email critical announcements to students. You can't count on them seeing announcements."	Use e-mail to communicate with students
3. Understand the structure--that they have to create a home page and make it a front page. That they should load all of their files/readings, etc. into Canvas site first.	Take time to learn Canvas
4. Canvas is fabulous! You will appreciate the flexibility of this LMS. The organization can change depending on the needs of your class and students. As an instructor, I really enjoy the Speedgrader and the individual student analytics. Kim Glover and Joseph Chapes provide excellent support!	Canvas is flexible and Speedgrader is great
5. You can export test/quiz from blackboard to respondus and then reimport it into Canvas. Just know that canvas is much easier to use for instructors and students once you get used to it, this is definitely a move in a more user friendly direction.	Make use of Respondus Take the time to learn Canvas
6. Give yourself a little time to learn the new LMS - and make sure you help your students learn it, too! Many students will need some orientation to how you've structured your course in Canvas, where assignments will be located, etc.	Take the time to learn Canvas
7. It is very intuitive and stable. Much easier to use than Bb for sure.	
8. The email functionality is weird. You might want to make a separate email list.	Use e-mail to communicate with students
9. You owe it to your students to get on Canvas. It's about them, and they deserve the best LMS possible. And that isn't Blackboard.	Take the time to learn Canvas It's better than Bb
10. Learn how to export from Bb to Canvas.	Learn how to export from Bb and import into Canvas

What would you describe as the biggest challenge making the change from Blackboard to Canvas?

Comment	Theme
1. Not being able to tell what students are seeing. And not being able to customize the gradebook by adding columns or removing them.	Figuring out what students could see Learning the differences from Blackboard
2. Understanding the structure and how it differs. The training video did not do this. I had to go out to the web and find ones that did. Not hard to do, but Canvas' help is sorely lacking compared to Bb.	Learning the differences from Blackboard Finding useful resources
3. The short timeline between getting the shell of my course and the start of Spring semester. I know it was a one-time situation and see I already have the blank courses for Fall. Thank you!	It takes time to set up course
4. Expect to spend time migrating things over to canvas' system. Once information is in it is easy to use.	It takes time to set up course
5. It was a very easy transition because Canvas is so much better and easier to use.	Very easy change
6. Not doing it soon enough!	It takes time to set up course
7. End of course evaluations, which had nothing to do with Canvas and everything to do with the office that manages them. For some reason, they focused their efforts on courses that were solely on Blackboard and kind of ignored courses on Canvas (notifications went out about a week late). Considering that we're going to be transitioning in total by 2023, putting your focus on a legacy LMS seems like a "rookie move." There's nothing like grasping at the past when everyone else is pushing toward the future.	Course evaluations
8. The time needed to transition.	It takes time to set up course
9. Becoming familiar with the available tools and functions.	Learning the differences from Blackboard

What advice would you give KU IT about providing support for Canvas?

1. When you can't answer the phone, the staff at 8080 are typically not able to help. They'll write up a ticket but sometimes that's too late.	Improve KU support of Canvas
2. Provide a few example courses to see organizational structures.	Provide example courses
3. You probably need some training sessions rather than just the online tools.	Provide more training sessions

<p>4. Make sure students are provided with a tip sheet for what to expect -- more of them were confused about using the new LMS than I had expected.</p>	<p>Provide students some background on Canvas</p>
<p>5. Make sure advice about how to migrate a course from Bb to Canvas is front and center. Many faculty have not been able to find the current guide for migration, so it may be too "buried".</p>	<p>Make Bb content migration guide more prominent</p>
<p>6. Assistance was very quick and very helpful. Keep up the great work!</p>	<p>Keep up the good work</p>
<p>7. Just keep doing what you're doing. We had a few bugs, but nothing that we couldn't work through. I'm honestly proud of you all for taking this on and the lumps that came with the pilot. Better to just just plow on and work through those bugs as they come. Can't wait to put my fall classes on Canvas... the students love the platform.</p>	<p>Keep up the good work</p>

Appendix B: Student Open-Ended Responses

If you were talking to an instructor who is new to using Canvas, what would be the first advice you would give about using this system?

COMMENT	THEMES
1. BE ORGANIZED. This platform puts the same information and assignments on every single page and there is no structure, so you need to try to make some.	Focus on organization
2. Please give students leeway in figuring it out. I missed so many assignments because they were all in different places so unorganized and missed tons of points.	Focus on organization
3. research how to use the gradebook, especially in a hybrid classroom format	Learn about the grade center
4. Make sure to have a Graduate Assistant or other student to review the material to ensure all media is available and loads appropriately and that the site is easily navigable.	Make sure content is accessible to students Focus on organization
5. expect your students to struggle when adjusting because i haven't even adjusted yet and i've been using it for the semester	Plan on student learning curve
6. Make it clear where to find things like slide decks and Zoom recordings because it's not that clear to students as it's all jumbled in modules. Bb makes much more sense.	Focus on organization
7. Not a lot as the program is really the issue. Have some grace as students are learning, the interface is garbage compared to Blackboard and is hard to get the hang of	Plan on student learning curve
8. Make it as similar to blackboard as possible. Give a tour of canvas the first day of class.	Provide some background on Canvas
9. That it is overwhelming due to the many different links	Plan on student learning curve
10. know how to use the system before making assignments due for students that's have never used it before	Learn about assignments
11. Figure out how to use the grade book so students can see what grade they actually have in the class and not think they're failing all semester.	Learn about the grade center
12. Make it simple. Canvas has so many ways to silo out content but it's so difficult to find some things.	Focus on organization
13. The interface was difficult to navigate on Canvas. Particularly the discussion forum was often hard to find in the menu on the left side.	Focus on organization
14. It provides a lot of features BB doesn't have. Instructors should explore and use these features to make use of Canvas.	Learn about Canvas features

15. Make sure to organize things because I think things can be hard to find.	Focus on organization
16. Make sure everything is organized	Focus on organization
17. Make sure all assignments that need to be done show up in the to do list area	Learn about Canvas features (assignments)
18. Be comfortable exploring all of the areas. I find that the Modules section is incredibly helpful because it really breaks everything down clearly.	Learn about Canvas features (Modules)
19. Taking attendance is harder, as the class I took had issues with saving attendance records. Also, when grading assignments and exams, Canvas can show students grades that aren't fully done yet. There is a lot of potential for confusion.	Learn about Canvas features (attendance and grades)
20. Make sure you've messed around with it and found a layout/set-up that works for you. As a student, I felt like the layout for my class made it a hard to find stuff some times, and through the semester when things were added they would come up in places that I thought didn't match. This could be just how Canvas is, but if there's a way to customize each page than make sure you do that.	Focus on organization
21. Go over how to use it like some professors do for black board	Provide some background on Canvas
22. Learn it, since we got so used to blackboard we didn't use canvas to the best of it's abilities, it also caused lots of confusion because many times there were issues with grading especially.	Learn about Canvas features (grades)
23. Treat it as blackboard, the less adapting the better	Plan on student learning curve
24. The organization of the courses can be tricky to figure out at first. Takes a lot of clicking tabs to find what you are looking for.	Focus on organization
25. I would say to check due dates and set times where assignments are due. I also would recommend having different sections for each week's work. Ours was just in the modules tab and at the end of the semester was a little tedious to scroll to the bottom every time.	Focus on organization Make use of due dates
26. To give the students a few practice assignments that force them to explore Canvas and learn more about it at the beginning rather than having to play catch up.	Provide some background on Canvas
27. Making each week it's own module with all the content under it	Focus on organization
28. spend a whole class period explaining to the students	Provide some background on Canvas

29. Make due dates and weekly modules clear. If there is something due that week in the course, make sure it's all in one spot, so you don't have to jump around modules to figure out what is due	Make use of due dates Focus on organization
30. Use the To-Do List, as it was very helpful in keeping me organized	Make use of due dates (to do list)
31. Send email notifications to us about new assignment uploads and announcements. Blackboard I would get them pretty much automatically, but Canvas I did not and it made me feel a bit more lost in those classes.	Learn how notifications work in Canvas Clear communication is important
32. Clarify where the assignment pdfs is and where the assignment turn-in is. I struggled to find and differentiate the two all semester and found it frustrating	Focus on organization
33. CAREFUL with your due dates. I had a lot of stuff that was partially due one week, and not the next. Eg, post on a discussion board, and then post 2 follow up messages. Because canvas used the final due date, I missed almost missed the first (non-published) due-date.	Make use of due dates
34. make sure your modules, assignments, and videos are structured cleanly. It doesn't really seem fluid to fudge things around.	Focus on organization
35. The format is better than Blackboard.	It's better than Bb
36. Make sure to organize your page so assignment deadlines are clear.	Focus on organization
37. I think that creating folders for easy access to assignments is helpful.	Focus on organization
38. put every assignment into the calender and do not make more tabs then necessary	Make use of due dates Focus on organization
39. Make sure PDFs are posted for rubrics to follow. Pay attention to attempts, a lot of times they require more than 1 attempt for separate pdfs being turned in. No spot to type into for essay responses that i know od	Learn about Canvas features (assignments)
40. Seems pretty intuitive from a student perspective, as long as instructors use the module format I think it works really well to keep track of assignments, reading, tests, etc.	Focus on organization
41. Figure out the grading system of canvas because it is confusing to students and difficult to get a feel for what their grade is	Learn about grades
42. Be considerate of how Canvas and Blackboard file management and access differ when designing the student interface.	Focus on organization
43. It seems tht many professors are also unfamiliar with it and Canvas seems to depend a lot more on the professors ability to control where content is displayed, so please familiarize yourself with the system and always make sure you make content visible.	Learn about Canvas features Make sure content is

	accessible to students
44. Figure out how to use the grading correctly, that was one aspect that I feel blackboard had better than Canvas. Or maybe it was just difficult with the way the instructor graded things. Sometimes turning in assignments on Canvas is a little more difficult than Blackboard, however, that is most likely because all my other classes are on Blackboard so that is what I am used to.	Learn about grades Plan on student learning curve
45. there is a lot more room for discussion on canvas, so students might be more likely to try and reach out to instructors through canvas instead of through email.	Learn about Canvas features (inbox and discussions)
46. It can be very useful, but you have to make sure you use all the features. For instance, it guides students through the course but only if you use it	Learn about Canvas features Focus on organization
47. Make sure that all the information you are providing for your students is in the correct location.	Focus on organization
48. To watch the tutorial videos	Learn about Canvas features
49. Be flexible with assigning video uploads as they didn't always upload. Many people in our class weren't able to upload video responses to the discussion board at all and had to type out responses instead.	Plan on student learning curve
50. It works well but is somewhat annoying when trying to check material for different classes.	Plan on student learning curve
51. I feel like I wouldn't have to give any advice because Canvas is more user friendly	It's better than Bb
52. Make sure all assignments are posting to the calendar. I wasn't sure when some of my work would even be due so that caused undue stress on me for managing my other classes.	Make use of due dates
53. Make sure to view the course in "student view" occasionally so that you are sure students are able to see what you are intending. We had a lot of issues with the teacher talking about assignments that we couldn't even see which made things confusing. Most of the time it was because it was visible to her, but wasn't unlocked for the student view.	Make sure content is accessible to students
54. Be organized with submission dates and have modules organized well.	Make use of due dates Focus on organization
55. Make sure all document files can be saved as a .pdf	Provide accessible file types

56. I think it's easier to see instructor feedback through canvas.	It's better than Bb
57. Canvas makes organizing a class super easy. The Module system within canvas allows students to navigate and easily understand the when things are due within the class. If you spend time doing this well, then the class should be able to navigate canvas 100 times better than blackboard.	Focus on organization
58. Make sure that deadlines for assignments are set in stone with your class or provide some sort of grace period. Otherwise there can be difficulties for students trying to submit assignments after the due date time.	Make use of due dates Plan on student learning curve
59. Make due dates/deadlines clear through Canvas, which populates the calendar function. The instructor gave students due dates on syllabus documents (PDF, Excel) that students downloaded via the getting started module. Those dates didn't match the Canvas calendar.	Make use of due dates
60. Make sure that you are organized in how you set up the Canvas page, or it could be very confusing!	Focus on organization
61. The annotations in the grading system were amazing! To see the work graded with comments in real time was fascinating. Do use that tool.	Learn about Canvas features (grades)
62. Canvas works really well when the course material is really organized. I have used Canvas in classes before where things were very difficult to find because of disorganization. So, if everything gets intuitively placed from the beginning, then it's very easy to navigate.	Focus on organization
63. use the folders for each week rather than all in one file	Focus on organization
64. Visual organization and communication is everything.	Focus on organization
65. Make your contact info clear to students in case something goes wrong with the communication system on Canvas	Provide clear contact information
66. I think the instructor did fine, however there's somethings about canvas I'm concerned about. I read an article about Dartmouth using Canvas to spy on students. https://www.nytimes.com/2021/05/09/technology/dartmouth-geisel-medical-cheating.amp.html And I don't want this to happen at KU. Additionally, I don't like how I got emails from canvas saying an assignment was graded, but it never showed the grade, I would have to log in to canvas to see it. What's the point of sending me an email if I have to click on a link to actually see the grade?	No clear advice given
67. organizing classes into weeks helps a lot with the material associated with it	Focus on organization
68. How you organize content matters just as much as the content itself. If it's not easy to access then students will be frustrated every time they try to access what you have loaded.	Focus on organization

69. Have an idea of your course framework before you go into the platform to set up a course. There are so many rabbit holes I went down when first using it, but once the professor explained the two places I needed to go, I was good. Also, the discussion board is a little clunky.	Focus on organization Plan on a student learning curve
70. To make sure to organize their modules/week by week so that it is easy to access	Focus on organization
71. Put content into weekly sections	Focus on organization
72. Spend some time on what canvas can do. The modules function is great, but use the left menu for certain items like the syllabus or major assignments.	Provide some background on Canvas
73. You can put in all of the assignments in any section as long as there is a due date and they will be put on student timelines or calendars. I attended JCCC last years and my professors said that doing so significantly decreased the amount of late work that was being submitted.	Make use of due dates
74. Build out each module before the semester begins	Focus on organization
75. Use modules efficiently and set up weekly summary emails of the upcoming work.	Focus on organization Clear communication is important
76. Please organize each learning unit+related documents into modules and don't just throw all the course documents into the "Files" tab.	Focus on organization
77. Prof Pingle did an amazing job!	No clear advice given
78. at first you will not like it because youll be frustrated having to learn a new system, but it eventually becomes easy and better than blackboard	It's better than Bb
79. N/A	No clear advice given
80. Talk with other instructors that have experience with Canvas. There is no reason to start from the bottom up. Leverage the existing knowledge within KU.	Talk with other Canvas users
81. Be sure to link the readings in a part of each module and include the module # in the naming convention in the files repository. Our instructor had great knowledge management skills and used this to aid in file searches.	Focus on organization
82. Take the time to build out your modules and make the most of the options Canvas allows.	Focus on organization
83. Works best when the entire class is unlocked from the start, since it's an online system and some people can only do school work a certain number of days a week. So when they get to finally sit down and do school work they like to do as much as possible.	Take advantage of the online format
84. I am not sure, the professor I had this semester did a great job using Canvas and there was nothing that was set up strangely or inaccessible to me. I really liked how my professor had assignments	Focus on organization

broken out by week into separate "modules." It made it easy for me to see what was due each week and stay on top of my assignments. That would be my recommendation, I think.	
85. Discussion boards are hard to grade - they are just one long post with many replies. Rather hard to follow personally. Also, not sure if a test has a multi day time period if a student can go in and out of the test without using an attempt? I was not brave enough to try and the instructor was not certain.	Learn about Canvas features (tests)
86. take your time to explore this new system on top of all the other obligations that you have.. your students will understand:)	Learn about Canvas features
87. Canvas is more user friendly and the division of classes is structured to align with each week/module.	It's better than Bb Focus on organization
88. Try to have everything in one place. No one likes to go from assignment tabs to calendar tabs to other tabs. Please be generous in late times. It legitimately took 1.5 hours to upload my final presentation twice (had to be in two places).	Focus on organization
89. Sending emails or messages through Canvas is a much more effective way to communicate with the class, rather than using the KU email. Sometimes my KU email gets cluttered with emails, so I was much more likely to see and read a message on Canvas.	Learn about Canvas features (inbox)
90. Be open minded about this new platform. It's pretty awesome and more straightforward than Blackboard!	It's better than Bb
91. none	No clear advice given
92. Using the groups feature for in class and out of class groups is very useful.	Learn about Canvas features (groups)
93. Get rid of Blackboard.	It's better than Bb
94. Make sure you organize your modules.	Focus on organization
95. Make sure that you utilize the announcements feature as it is a sure way to get important information out to the whole class. Also, keep everything up on the calendar as that is another way you will have students be successful in your course.	Learn about Canvas features Make use of due dates
96. Try and keep the canvas page as organized as possible!	Focus on organization
97. It's very user friendly	Canvas is user friendly
98. That grading assignments and tests on Canvas can be a little tricky since it's different than Blackboard	Plan on a student learning curve

99. The due dates created by the calendar on the home page gets crowded when you place the zoom meetings on the calendar rather than its own individual tab.	Learn about Canvas features (Zoom)
100. Is much easier to use than BB.	It's better than Bb
101. I believe my instructor knew how to use canvas. However, if I was talking to a new instructor, I would tell them to make effective use of the module system. It increases organization and made the course site incredibly easier to navigate.	Focus on organization
102. Make sure you get familiar with all of the different tab groups, and what goes where. Otherwise, everything is pretty streamlined.	Learn about Canvas features
103. It is super easy to follow and figure out as a student and I love the app on my phone compared to the one that blackboard has. I'm not sure how easy it is on the professor side, but I really prefer canvas over blackboard.	It's better than Bb
104. I would be careful about what gets uploaded and what gets published for students to view. My professor would sometimes get confused and would need a reminder to publish an assignment/reading/etc. It also is really easy to organize by modules and keep the syllabus updated. I liked how the professor would update the syllabus, have scheduled reminders for deadlines, and communication was very clear.	Make sure content is accessible to students Focus on organization Make use of due dates
105. Make sure you familiarize yourself with where everything is--all the buttons and tabs, that way you won't get lost trying to assign things or accidentally click the wrong button.	Learn about Canvas features
106. It is very organized, so don't try to over complicate layout.	Focus on organization
107. Take advantage of the models. Blackboard is absolutely awful at showing what each week's material and assignments are, whereas Canvas nicely organizes the models by week (with the dates) in order so students have no trouble seeing which week's model they are on with all the assignments and readings in one location.	Focus on organization
108. make sure you tell students where you are putting new information onto the site i.e. the modules tab	Focus on organization Clear communication is important
109. To put every assignment with a due date under the syllabus tab. when I was looking for big assignments it was easy to find the requirements and rubric under the syllabus tab	Make use of due dates
110. It's FAR easier than black board and a-lot more user-friendly! It's clean and concise, and you will get it in no time.	Better than Bb

111.	Put out a document that guides students on how to navigate around canvas.	Provide some background on Canvas
112.	Utilize the calendar function for assignments and quizzes. I found this tool extremely useful.	Make use of due daes
113.	Make use of the different tabs and sections	Focus on organization
114.	It's relatively user friendly.	Canvas is easy to use
115.	Separate things by dates	Focus on organization
116.	I'm sure it will take some time getting used to the interface, however it ultimately isn't too different from Blackboard--at least on the student end. I have had experience working on the instructor end of Blackboard. I can't imagine how different that could be for Canvas. It's generally the same idea. There are tabs for assignments, documents, links, etc. on the left-hand side of the screen. You can access your grades as a student pretty easily in both BB and Canvas. Overall, they're pretty similar programs and I don't really see the advantage of one over the other, at least on the student side.	Plan on a student learning curve
117.	Doing week by week modules, so it is nicely split up and easy identifiable for the students.	Focus on organization
118.	I would personally advise that in the weekly modules it would help to have assignments be put in and not just the readings as I found it a little harder to get some of the work done this semester when having to search in the different tabs and then following the links to a different tab in order to get the assignments to be done on time. But other than that I found Canvas a lot easier to navigate given my previous use of the program.	Focus on organization
119.	I liked having all the assignments laid out on the calender, having professors do that before the class will help to keep everything organized.	Make use of due dates
120.	Not sure, I found the two sites to be pretty similar.	No clear advice given
121.	The system is very user friendly for students. I am not sure how user friendly it is for instructors to upload all of the course information.	Canvas is easy to use for students
122.	There's a lot of notifications you might get from Canvas. It's still very important to have course schedules for students even though the notifications might remind them about homework or quizzes due.	Clear communication is important
123.	I would let them know that this is very user friendly as long as they keep the information updated.	Canvas is easy to use Clear communication is important
124.	Canvas gives the instructor a lot more options to customize the class	Learn about Canvas features

	(customization options)
125. The only issues I found were with the grade book. I know my teacher had issues with it and it is hard to see what your grade is until the very end of the class. I would just tell instructors to communicate with students about their grades and the grading system.	Learn about Canvas features (grades)

What advice would you give KU IT about providing support for Canvas?

Comment	Theme
1. Don't use it. It's hard to grasp and it took me all semester to finally feel comfortable	Disliked Canvas
2. Don't use canvas	Disliked Canvas
3. Make it so that Canvas emails don't go to my KU spam folder.	Make sure Canvas notifications don't go to spam
4. I didn't use so i have no informed opinion	Didn't need technical support
5. I'm not sure.	No advice given
6. Maybe tell us they exist?	Make students are aware of support resources
7. My class had a problem with people disappearing from the roster/grade book at one point, so that's the biggest thing I would focus on.	Reduce enrollment issues
8. N/A	No advice given
9. Not experienced to have input.	Didn't need technical support
10. There was one instance where Canvas was not working for a period of time; however, other than that they did a great job.	Reduce times that Canvas was unavailable
11. Did not use	Didn't need technical support
12. I feel like KU IT should report crashes to professors and students whenever they happen.	Report outages to users
13. N/A	No advice given
14. Some minor re-styling would clean up discussion boards (both posts and replies blend together), and cause less errors in the document submissions (the button is very low on the screen, easy to miss and think you submitted successfully).	Improve Canvas interface
15. as a student, my first call will be my instructor	Make students are aware of support resources
16. NA	No advice given
17. It's just annoying to have classes split between services, so go all in on one.	Use one LMS
18. I did not use KU IT for support about Canvas, but I think a universal good thing is just being as timely as possible because sometimes our grades depend on it.	Provide timely support
19. none	No advice given
20. I never used support	Didn't need technical support

21. When professors put announcements on Blackboard it also comes to my KU email, however on Canvas announcements were not sent to our Emails.	Have announcements come to e-mail (need for user education)
22. Unknown	No advice given
23. Be open for longer hours	Provide timely support
24. I had no problems using Canvas this semester so I did not have go ask KU IT for any support.	Didn't need technical support
25. Didn't use support features so I have nothing to add here.	Didn't need technical support
26. Provide more support for teachers learning how to use Canvas so it can run more smoothly.	Help instructors learn how to use Canvas
27. Figure out the best practice for using recorded videos in discussion boards and assignments. Upload to Canvas was extremely slow compared to services like youtube or bb.	Figure out best practices for adding videos to discussion board (need for user education)
28. I had several problems uploading large files into the assignment portal. On one occasion it took several days for a file to upload.	Figure out best practices for adding large files to assignments (need for user education)
29. Give ALL the professors a crash course to using canvas the best so there is no confusion.	Help instructors learn how to use Canvas
30. N/A	No advice given
31. If you provide all the features in the previous question, I think just making sure that students, faculty and staff know these exist and promote them. You might add a footer in the various IT emails that go out multiple times a semester that give this info.	Make students are aware of support resources
32. N/A	No advice given
33. none	No advice given
34. N/A	No advice given
35. be fast :)	Provide timely support
36. NA	No advice given
37. N/A	No advice given
38. I am sure the support is good. The functionality of the program itself is probably some indication of that.	Didn't need technical support
39. N/A	No advice given
40. I never needed to call IT is was that easy to use. Well done!!	Didn't need technical support
41. none didn't use	Didn't need technical support
42. I did not use any support so I cannot speak to the quality of it.	Didn't need technical support
43. Haven't used it but it has to be better than Blackboard.	Didn't need technical support
44. Just be quick to reply and students should have no problem	Provide timely support
45. It's great	No advice given
46. N/A	No advice given
47. Good choice	No advice given
48. We once had an outage for Canvas during the semester. KU IT did not know of the outage and was	Report outages to users Improve KU support of Canvas

unable to provide any support other than "you are still enrolled in this course" I would suggest better cohesion between KU and Canvas	
49. Do not know. Never ran into any issues that required contacting KU IT.	Didn't need technical support
50. Navigation is huge. It's much better than Blackboard but that is the biggest issue and change most professors will need to adjust to.	Help instructors learn how to use Canvas
51. I never had to use KU IT for support with Canvas, mine always worked just fine	Didn't need technical support
52. Transition everything to Canvas as soon as possible, blackboard is trash.	Move to Canvas quicker
53. N/a	No advice given
54. make it clear that KU IT can help. i had no idea i could contact Ku so i just directly contacted canvas support	Make students are aware of support resources
55. KU didn't know what they were talking about and I got multiple answers. Canvas was the one who told me I needed to go back to KU.	Improve KU support of Canvas
56. Send out alerts when system is down.	Report outages to users
57. I did not really experience any issues so I am not sure.	Didn't need technical support
58. None	No advice given
59. Do what you did with BB. I'm sure that worked, so just apply it to Canvas.	Didn't need technical support
60. Being available at the typical school hours incase anyone is need of assistance.	Provide timely support
61. I personally did not use the KU IT when using canvas for this semester but I have previously used it in a different college and found it very useful.	Didn't need technical support
62. I never had to use any IT support for Canvas. The system worked fine.	Didn't need technical support
63. Help the professors understand how to use Canvas well so that technical problems don't happen. This didn't happen in my KU class, but was a problem in classes I took in community college.	Help instructors learn how to use Canvas
64. N/a	No advice given
65. I did not need any tech support while using Canvas, so I'm not sure if their support was good or not.	Didn't need technical support

Appendix C

IT Governance

State of IT Governance at the University of Kansas

Tom Roderick, IT Associate Director

Introduction

Benefits at KU

General thoughts on IT Governance

Basic Structure and Examples

Current Status

What we are missing

Benefits for KU to Achieve

Better communication to campus

Better feedback / input from campus

Better Service Management / support for core services

Security and Risk Assessment

Approval of appropriate funding / spend

Strategic alignment

General IT Governance Thoughts

Majority of Higher Ed institutions have formalized IT Governance

(EDUCAUSE 2015 survey showed 66%)

IT Governance is flexible: adapt to what you need and your institution

Commonalities

Three-layered structure

IT services, projects, policies

Developed in phases, spread out over time

Evolves as necessary, not static

IT Governance is a structure, a foundation for IT and KU to build on

Simple Example: [NC State](#)

Complex Example: [WSU](#)

Mature Example: [Texas A & M](#)

Where are we currently (1/3)

IT Project review processes in place

Business Case development

HECVAT documentation (security reviews)

IT Vendor Questionnaire (integration and access)

Utilize Service Councils for campus feedback

IT Policy review process in place

Formalized annual review process

Utilize Service Councils for campus feedback

Work with KU Policy Office for official approval

IT Service Review process in place

Working with campus units on requirements for IT services

Assisting campus units in finding appropriate solutions

Identifying duplicate services on campus

Where are we currently (2/3)

Defined Operational Level Service Councils

Based on EDUCAUSE IT Higher Ed Service Catalog

Administrative & Business

Teaching & Learning

Communication & Collaboration

Infrastructure

Research

Information Security

KU IT Governance Operational Level Committees

ASSC – Academic Services Steering Committee (Existing Committee)

Performs role of Teaching & Learning Service Council

Administrative & Business Service Council (created July 2021)

IT Infrastructure Service Council (Launches January 2022)

Research (Plan to implement in 2022)

Research Technology Working Group launched 2020, plan to adapt charge

To be determined:

Information Security and Communication & Collaboration

Where are we currently (3/3)

Strategic Level

IT Operations meeting: Basic review of security, risk, feasibility. Includes KU Procurement.

Collaboration with Procurement Office

Open communication, involvement in review of projects, assistance with RFPs

Basic process, structure, and tools for project approvals and policy management

CIO Strategic Advisory Council: Open communication and feedback

Website to communicate projects, policies, committees, metrics

Executive Level

KU operates a ‘two-tiered’ structure, where Executive is performed internally with IT Leadership, and existing processes and structures outside of KU IT

What are we missing / working on

Updated Policy Administration and Management Framework

Working with on standardized processes and definitions

Continued collaboration with KU Procurement

Adopting a standardized process for IT review of campus purchases (SaaS)

Operational Level

Two Councils: Information Security, Communications

Plans to implement in FY 22

Need to review Research Technology Working Group

Strategic Level

More clearly defined Strategic Committee

Organize the individual roles into one committee

Progress to more robust assessments and prioritization

Executive Level

Currently no Executive Level exists at KU

Provost, CFO, and Provost Council are very interested in this

For more information:

[KU IT Governance Website](#)

About IT Governance

Service Experience

IT Projects

IT Policies

Strategic Planning

Metrics

Updating as IT Governance evolves and changes, new committees are added

Questions / Feedback

Always happy to have further discussions on this topic.

Appendix D

- **Acceptable Use of Electronic Information Resources Policy**

<https://policy.ku.edu/IT/AcceptableUse>

“The University licenses most databases, electronic journals, and other forms of information content under contracts that define who may use the content and what may be done with it. ... Systematic or excessive downloading or printing of content is not permitted, including downloading or printing of whole journal issues.”

- **Example Vendor Terms Language - APS**

Systematic or programmatic downloading of the Licensed Materials (for example, downloading entire journal issues), for service bureau redistribution services, printing for fee-for-service purposes and/or the systematic making of print or electronic copies is prohibited. Downloading portions of the Licensed Materials for the purpose of creating systematic and persistent local copies (not including transient, dynamic caches of individually requested material) is prohibited.

- **Example Vendor Terms Language - ACS**

Institution acknowledges that ACS may prevent the Institution and its Authorized Users from using, implementing, or authorizing use of any computerized, or automated tool or application to search, index, test, or otherwise obtain information from ACS Products, (including without limitation any "spidering" or web crawler application) that has a detrimental impact on the use of the services under this License.

- **Example Vendor Terms Language - ACS**

The Institution agrees to assist ACS in correcting unauthorized use of such methods or applications and acknowledges that ACS may from time-to-time implement tools or other controls on the ACS Products to regulate or restrict use of computerized or automated applications that are used to search, index, test, or obtain information from the ACS Products. ACS acknowledges that the Institution may not be able to prevent its Authorized Users from using such methods or applications.

- **Computational Access / TDM**

- MIT Framework for Publisher Contracts

- <https://libraries.mit.edu/scholarly/publishing/framework/>
 - ARL and GWLA endorsements
- “Publishers will provide computational access to subscribed content as a standard part of all contracts, with no restrictions on non-consumptive, computational analysis of the corpus of subscribed content.”

- **TDM IEEE**

“Text and Data Mining” or “TDM” means performing automated searches, selection of content, and structured analyses of content for the Licensed Products including data therein, the sorting, parsing, addition or removal of linguistic structures, and the selection and inclusion of discrete parts of subscribed content into another form for purposes of classification or recognition of relations, patterns, and associations, the extraction, alternative representation or translation, expression or discussion of any extracts from mined subscribed content, whether in the form of a direct extraction or a representation in any form.

- **TDM IEEE**

“TDM Output” means the result of any Text and Data Mining activity or operation, capable of fixation, reproduction and/or communication in any form, such as the creation of an index, reference, abstract, relative or absolute description or representation of the Licensed Products, an algorithm, formula, metrics, method, standard or taxonomy describing or based on the Licensed Products, a relational expression or measurement, whether scalable or not, of the Licensed Products, extraction, alternative representation or translation, expression or discussion of any extracts mined from the Licensed Products, whether in the form of a direct extraction or a representation in any form which is based on the Licensed Products, excluding any verbatim duplication of the content of Licensed Products in whole or in part, except for de minimis uses.

- **TDM IEEE – Authorized Use**

... perform and engage in TDM for the purposes of non-commercial personal and educational research, including: downloading or extracting information from the Licensed Products to which the Licensee has access to an internally facing server and performing TDM on such Licensed Content; where required, mount, load, and integrate copies of content from Licensed Products or TDM materials on an

internally facing server used for the Licensee's TDM system to evaluate and interpret the content and the TDM Materials; internally storing electronic copies of content of Licensed Products and the TDM Materials to the extent necessary to ensure efficient use by Authorized Users in connection with their work on a TDM project; and making the TDM Output, conclusions, and subsequent scholarly works based on the TDM Output available on an externally facing server or website. Licensee and its Authorized Users may make available or share and/or utilize TDM Output so long as the results are not used for commercial purposes or to substitute the Licensed Products.

- **New Publisher Products**
 - E.g.,
 - ProQuest TDM Studio
 - JSTOR Constellate
- And others have ad hoc arrangements
 - \$