Teaching and Learning Technologies and User Experience

Agenda

- General survey

- Overview of user experience at TLT

- Working with vendor products

- User experience for homegrown tools

- User experience when dealing with a vendor

- Feedback from the audience

User experience overview

It's everywhere.

It can be improved.
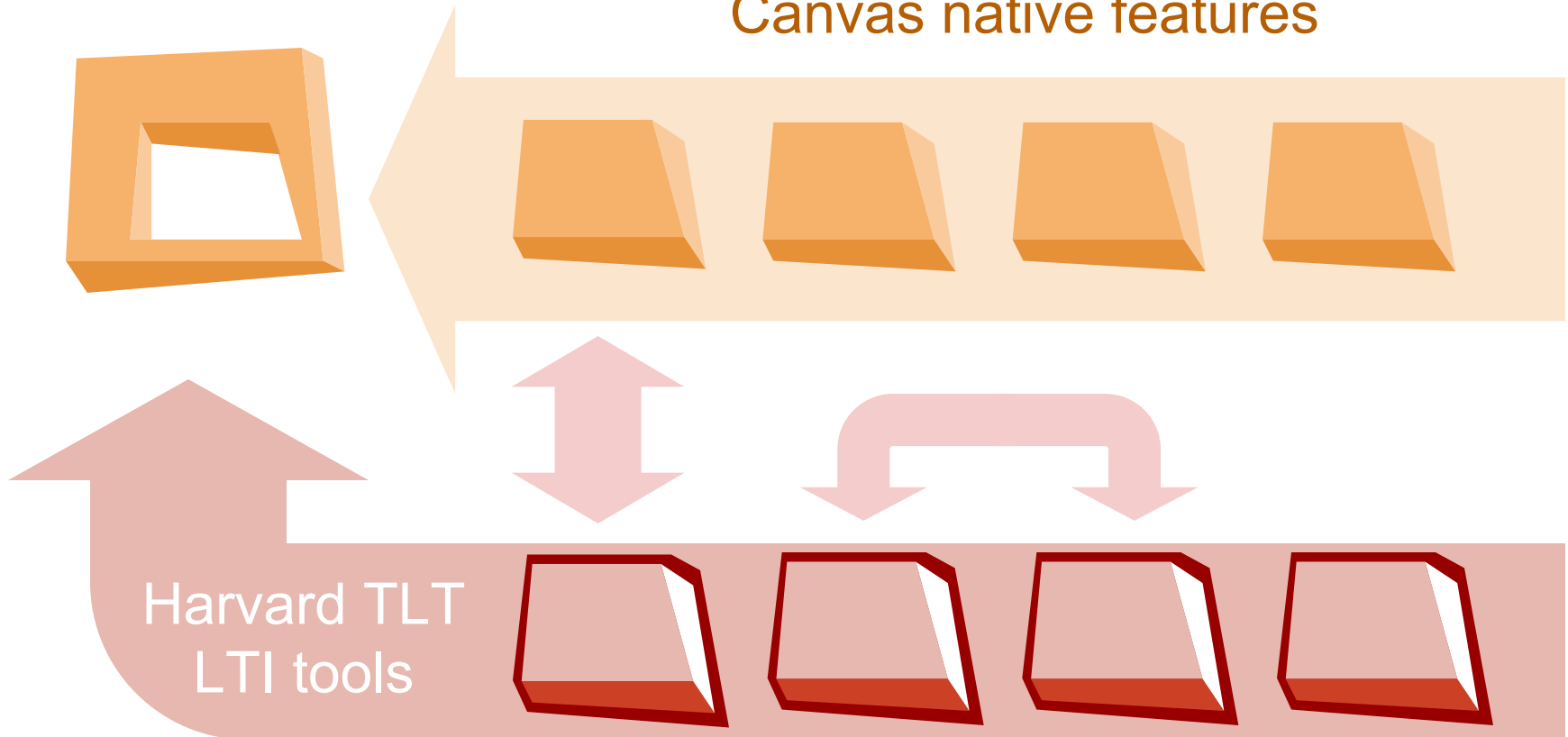
It can be studied.

It can become more efficient.

Teaching and Learning Technologies User Experience

- Engagement with the users and the vendor

- Collaboration from the entire team
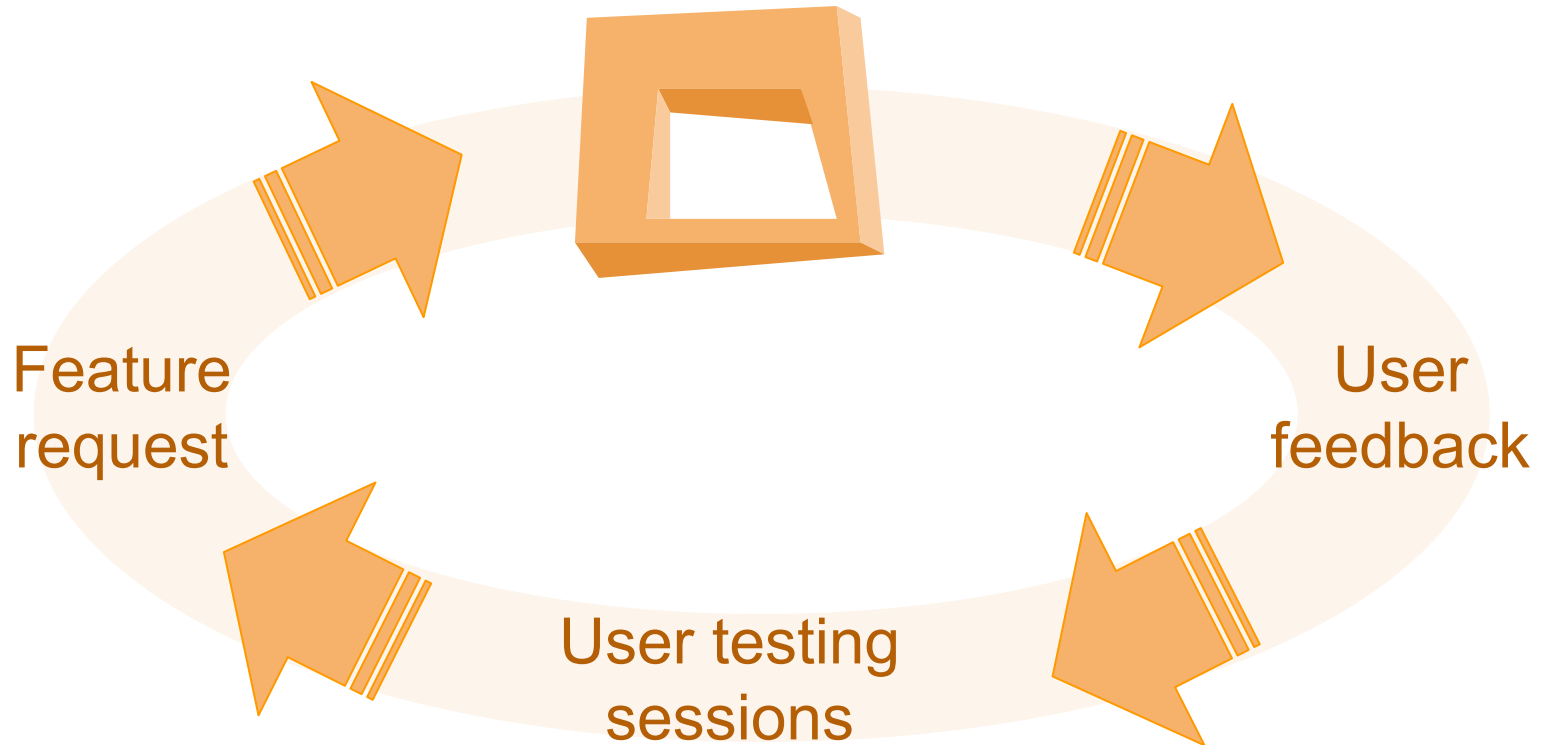
- User centered design

Working with vendor products
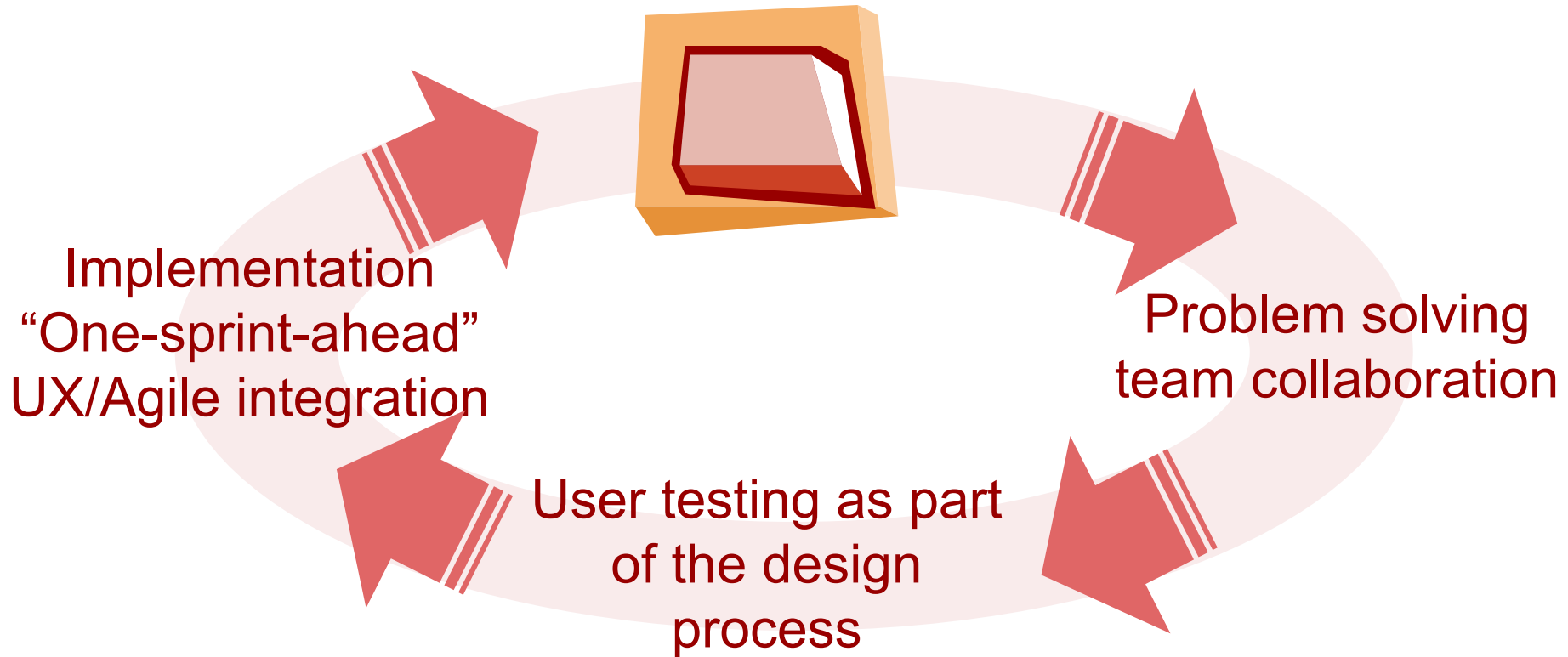
Canvas native features

Harvard TLT
LTI tools

User experience when dealing with a vendor

Feedback Loop

Feature request

User feedback

User testing sessions

User experience for homegrown tools

Implementation
"One-sprint-ahead"
UX/Agile integration

Problem solving
team collaboration
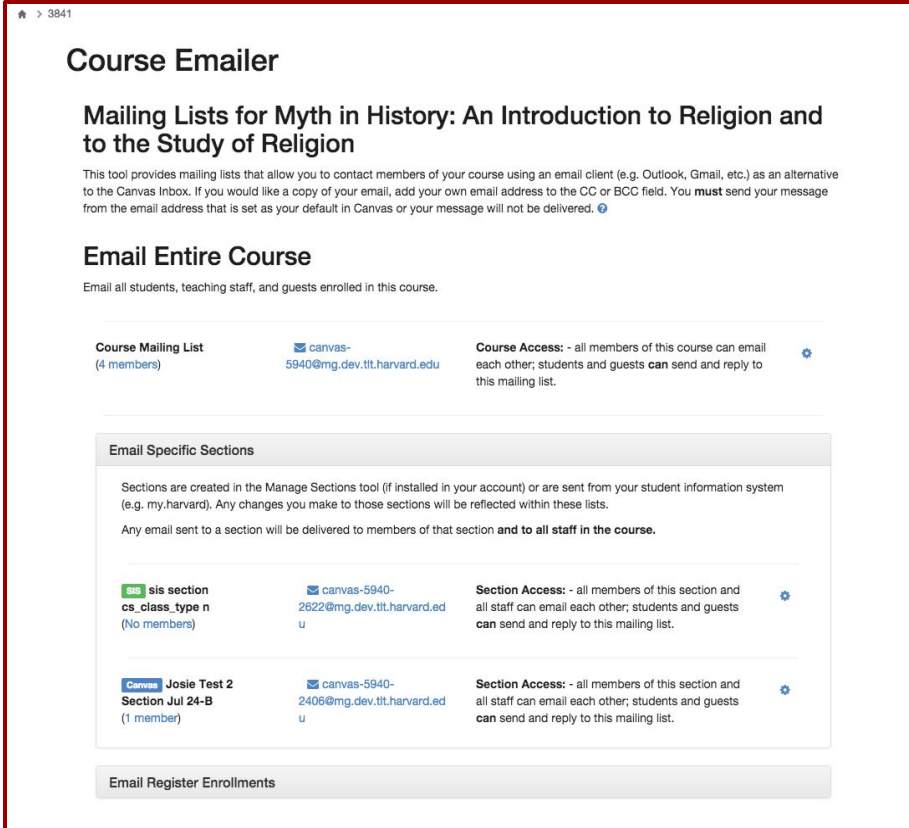
User testing as part
of the design
process

Case study - Course Emailer

Implementation
"One-sprint-ahead"
UX/Agile integration

Problem solving
team collaboration

User testing as part
of the design
process

Case study - Considerations when a new UI rolls out

Why is Canvas changing to the New UI?

- Part of existing improvement cycle
- Platform becomes more efficient
- Core features remain consistent
- Goal is to benefit end user

How is TLT preparing?

- Regular UX testing with the primary users: students, faculty, and administration
- Communication & training plan for university
- Reviewing global JS & CSS
- Revising docs with legacy UI
- Working with Canvas UI lead at Instructure to learn about design choices

How are the schools preparing?

- Communication & training plan for local end users
- Updating local docs with UI agnostic images
- Coordinating JS & CSS testing according to TLT's timeline
- Preparing any changes for rollout in Prod

Share your experience

Discuss the following with those at your table:

Think of a product you're currently working on, or working with that would benefit from user feedback. How do you think user feedback would benefit this product?