



HARVARD UNIVERSITY
Information Technology

Teaching and Learning Technologies and User Experience

April 13, 2016

Wednesday

Harvard WWW Group

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.



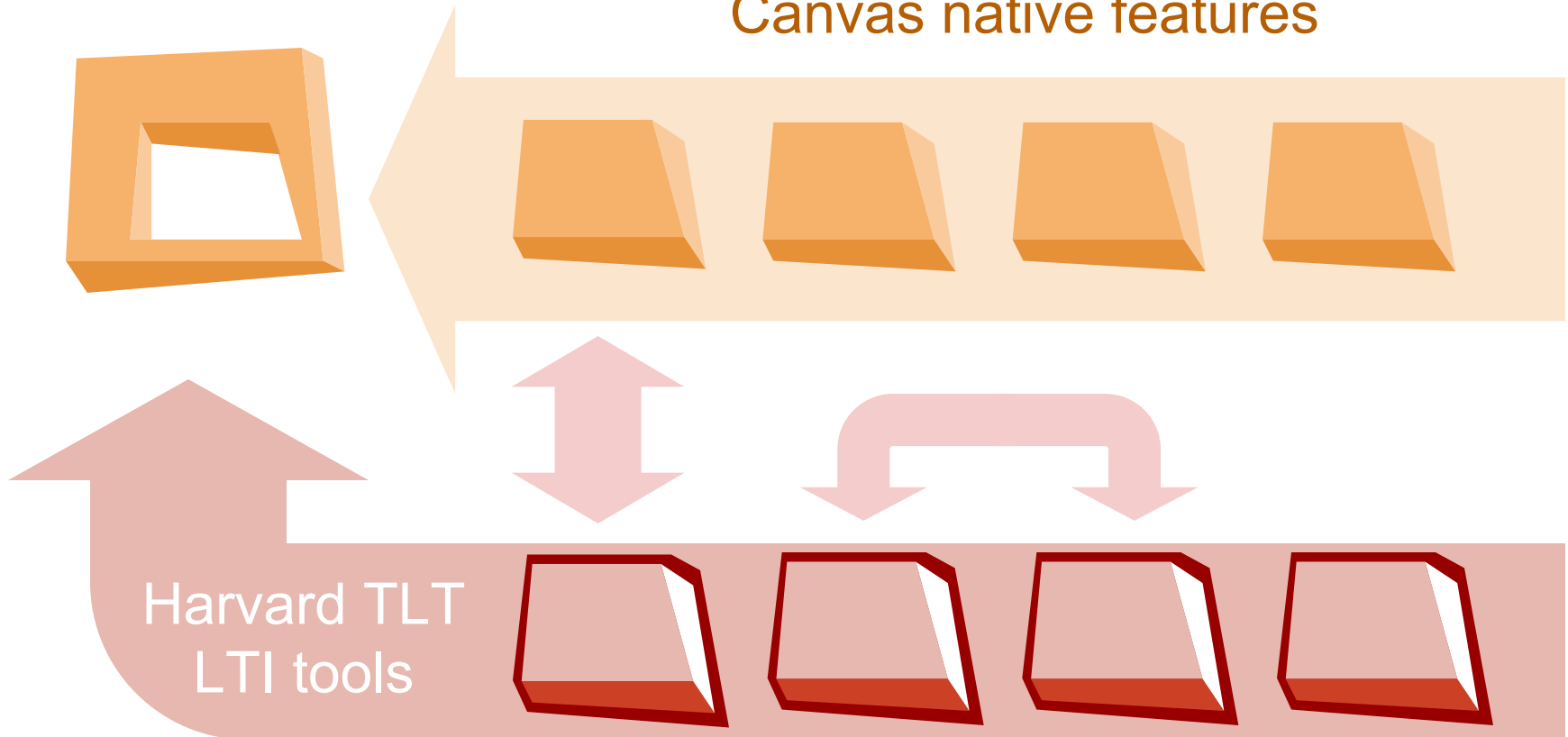
It can become more efficient.

Teaching and Learning Technologies User Experience

- Engagement with the users and the vendor
- Collaboration from the entire team
- User centered design

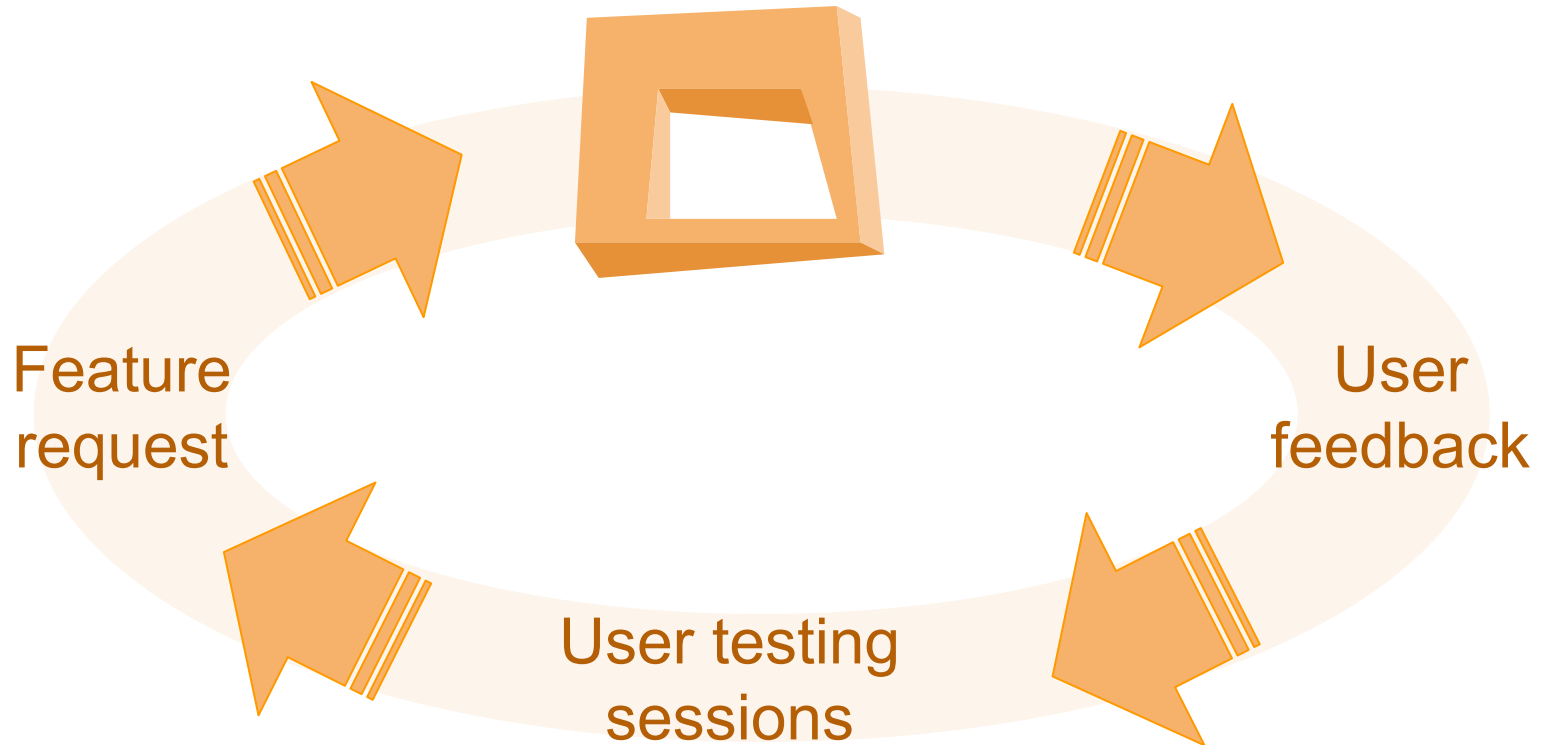
Working with vendor products

Canvas native features

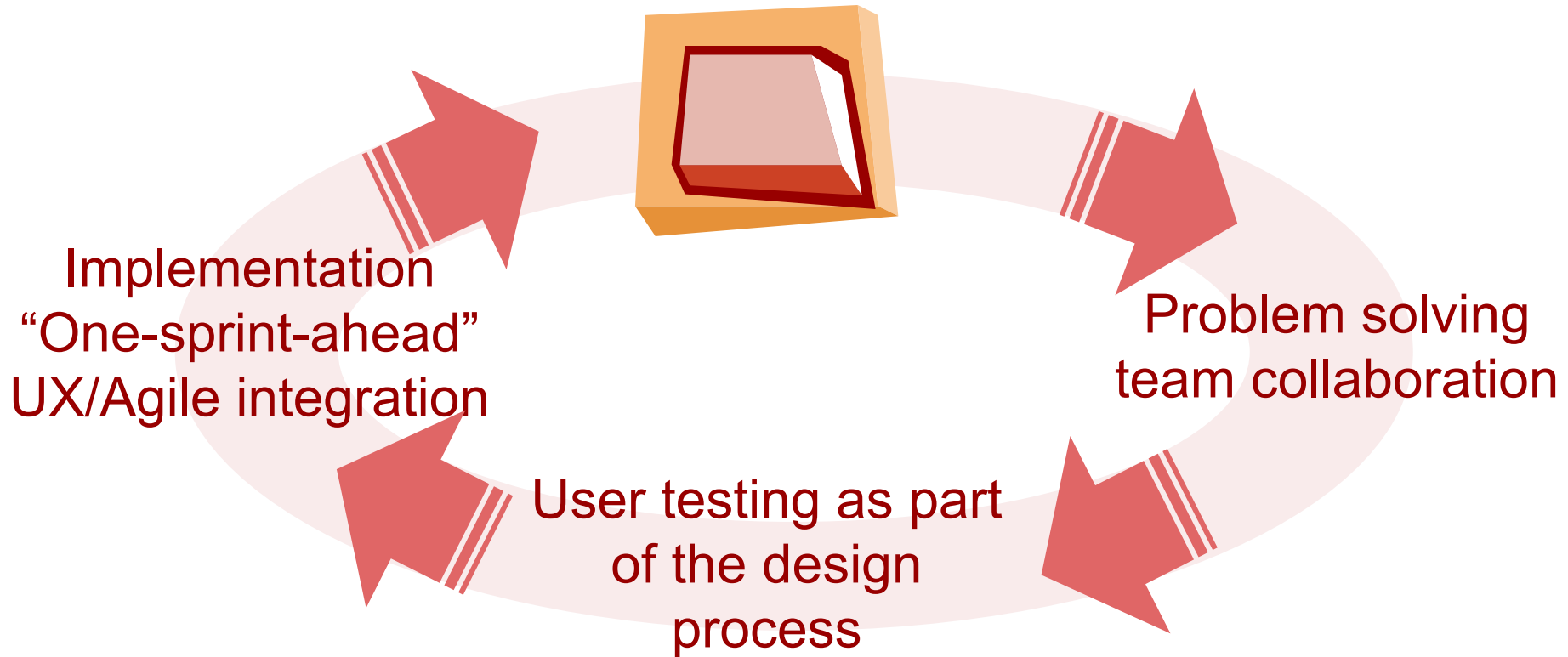


User experience when dealing with a vendor

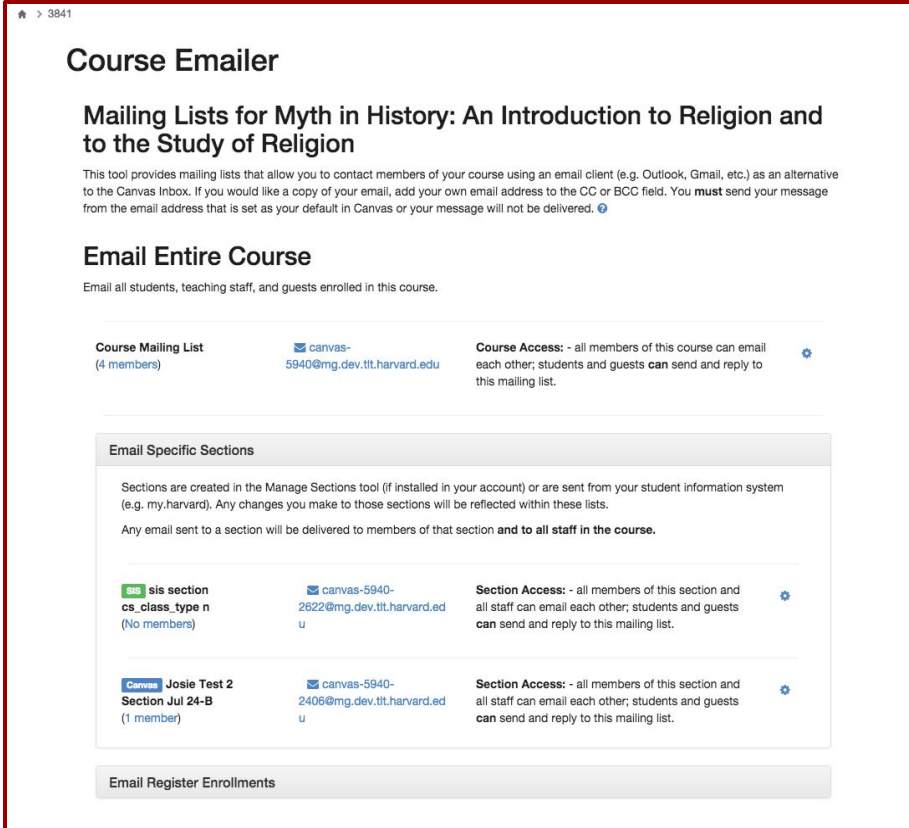
Feedback Loop

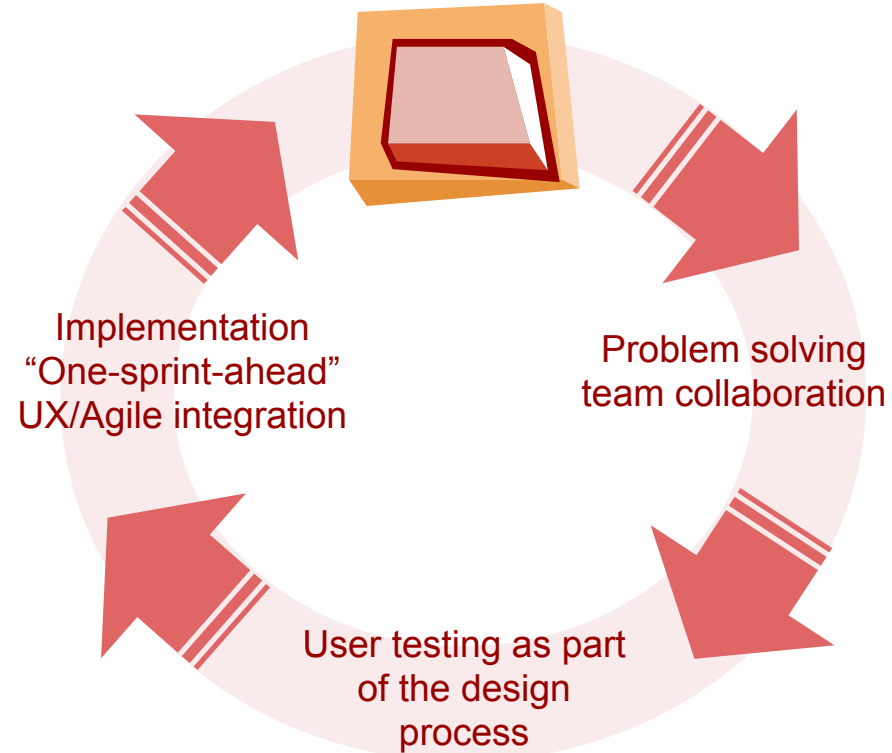


User experience for homegrown tools



Case study - Course Emailer

A screenshot of the Canvas LMS 'Course Emailer' interface. At the top, it says 'Course Emailer' and 'Mailing Lists for Myth in History: An Introduction to Religion and to the Study of Religion'. Below this is a paragraph explaining the tool's purpose. The main section is titled 'Email Entire Course' with a sub-header 'Email all students, teaching staff, and guests enrolled in this course.' Below this is a table with columns for 'Course Mailing List', 'Email Address', and 'Course Access'. The table lists two mailing lists: 'Canvas-5940-2622@mg.dev.tit.harvard.edu' and 'Canvas-5940-2622@mg.dev.tit.harvard.edu'. Below the table is a section titled 'Email Specific Sections' with a paragraph explaining how sections are created and how email is sent. Below this is another table with columns for 'Section', 'Email Address', and 'Section Access'. The table lists two sections: 'cs_section cs_class_type n (No members)' and 'Josie Test 2 Section Jul 24-B (1 member)'. At the bottom is a button labeled 'Email Register Enrollments'.



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?