



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.



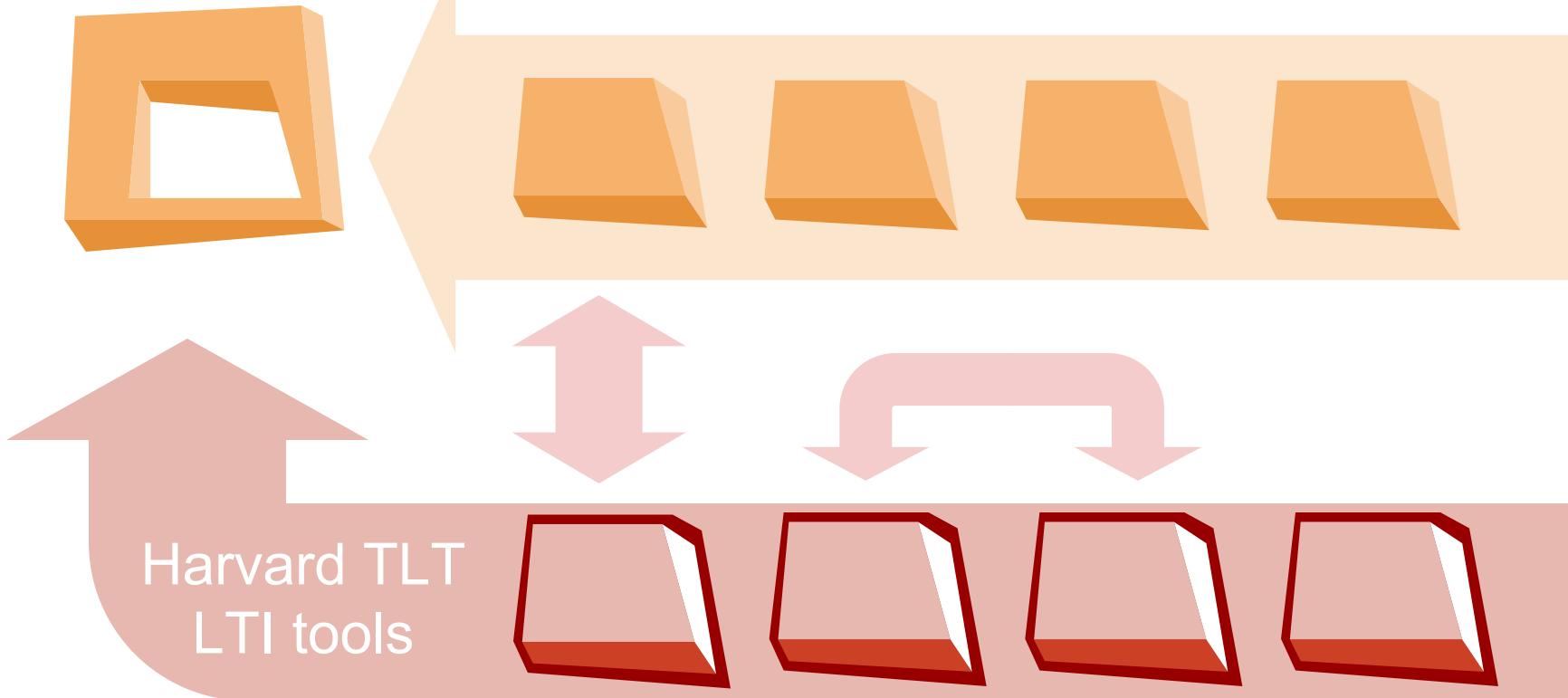
It can become more efficient.

Teaching and Learning Technologies User Experience

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

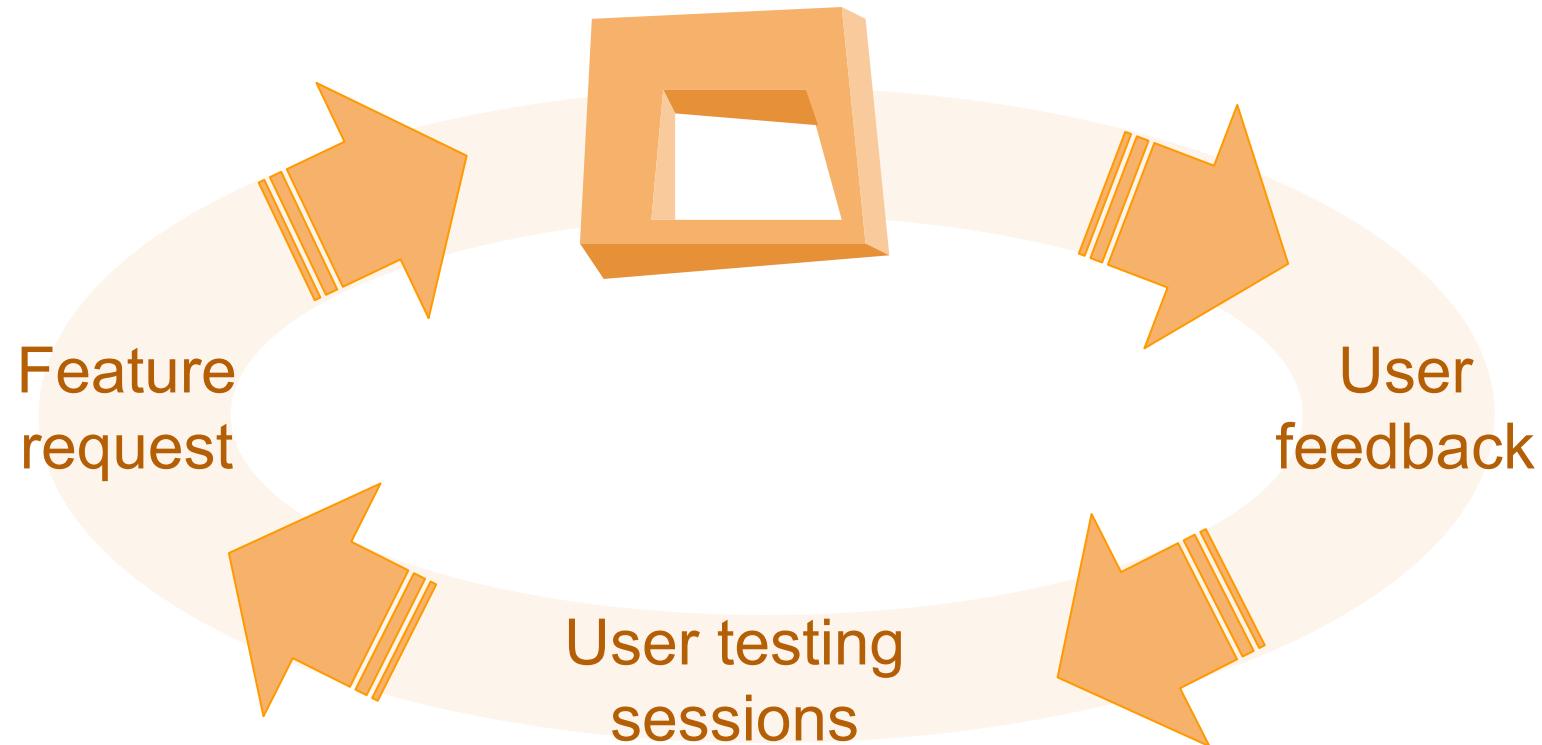
Working with vendor products

Canvas native features

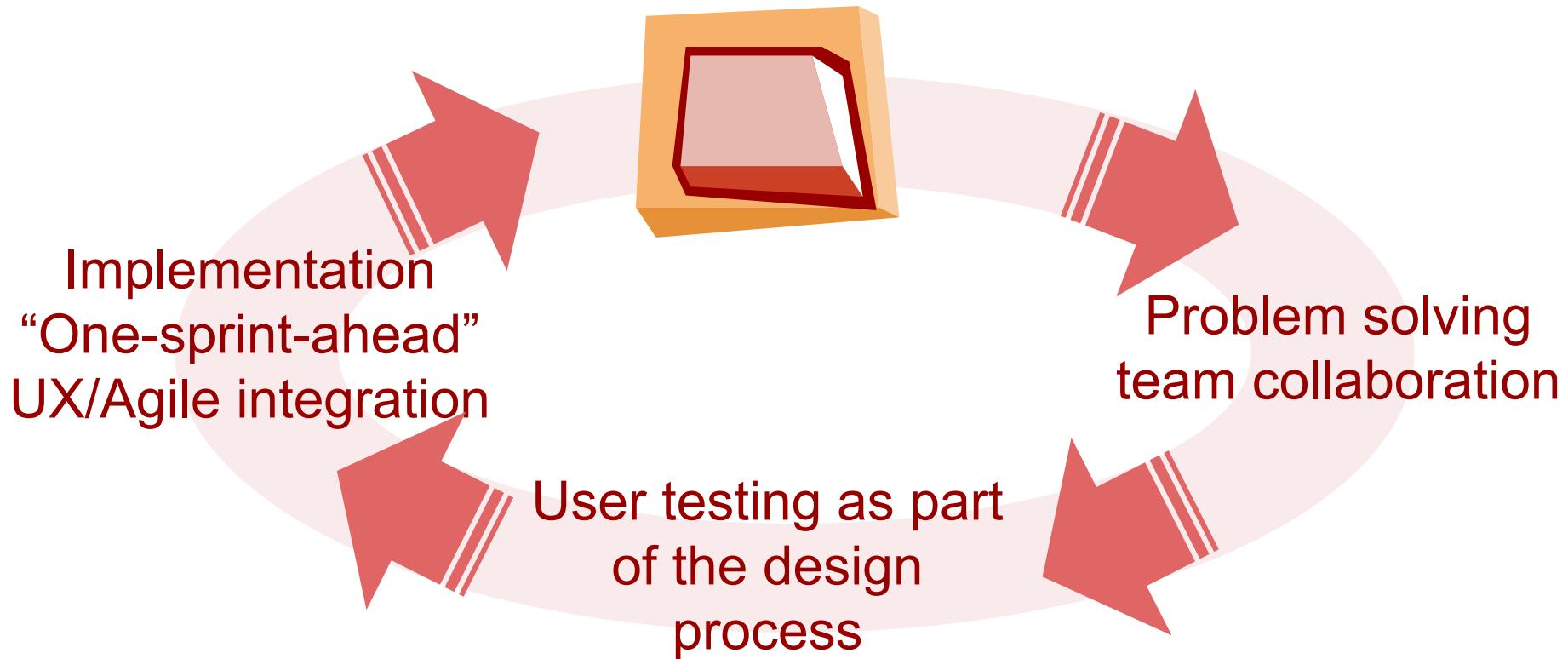


User experience when dealing with a vendor

Feedback Loop



User experience for homegrown tools



Case study - Course Emailer

Course Emailer

Mailing Lists for Myth in History: An Introduction to Religion and to the Study of Religion

This tool provides mailing lists that allow you to contact members of your course using an email client (e.g. Outlook, Gmail, etc.) as an alternative to the Canvas Inbox. If you would like a copy of your email, add your own email address to the CC or BCC field. You must send your message from the email address that is set as your default in Canvas or your message will not be delivered. [?](#)

Email Entire Course

Email all students, teaching staff, and guests enrolled in this course.

Course Mailing List
(4 members) [✉ canvas-5940@mg.dev.tlt.harvard.edu](#) Course Access: - all members of this course can email each other; students and guests **can** send and reply to this mailing list.

Email Specific Sections

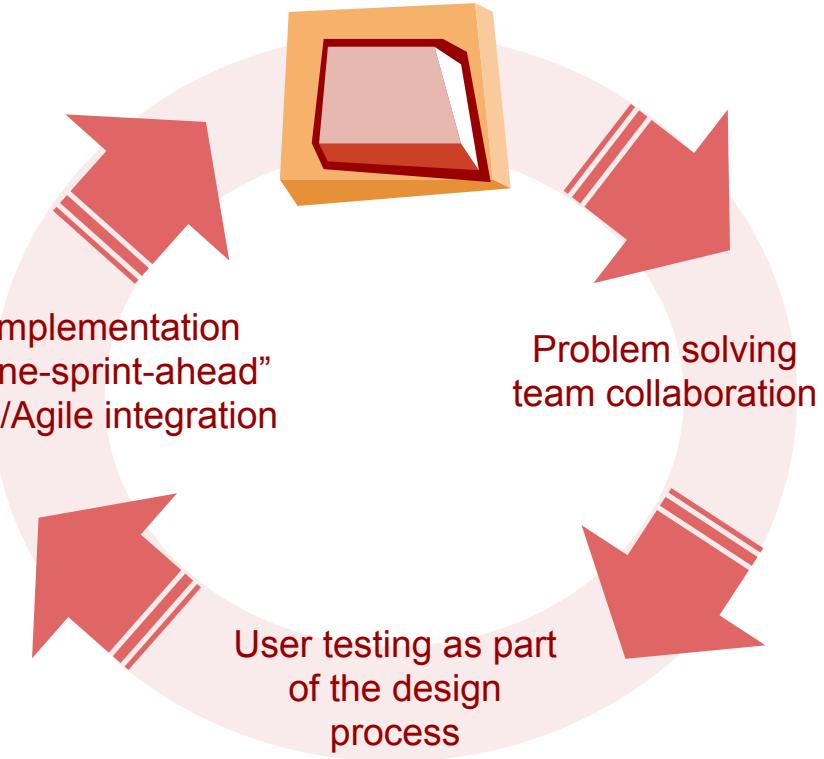
Sections are created in the Manage Sections tool (if installed in your account) or are sent from your student information system (e.g. my.harvard). Any changes you make to those sections will be reflected within these lists.

Any email sent to a section will be delivered to members of that section **and to all staff in the course**.

SIS section
cs_class_type n
(No members) [✉ canvas-5940-2622@mg.dev.tlt.harvard.edu](#) Section Access: - all members of this section and all staff can email each other; students and guests **can** send and reply to this mailing list.

Canvas Josie Test 2
Section Jul 24-B
(1 member) [✉ canvas-5940-2406@mg.dev.tlt.harvard.edu](#) Section Access: - all members of this section and all staff can email each other; students and guests **can** send and reply to this mailing list.

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?