

## Contextual Inquiry #2

Interviewer: Jack Margeson

Interviewee: Ava S.

Starting from an open browser with no tabs...

### List of actions for test subjects to perform:

- Navigate to the main screen, Dashboard  
Clicks on the bookmark for Canvas and the page loads into the main dashboard by default.
- Check your grades for all classes  
Participant started clicking on each class individually and clicking the grade option on the sidebar. Participant was not aware of the main grade overview page on the dashboard, accessed from the top right corner.
- See what assignments are coming up  
Checks the assignments by using the list view of Canvas for the dashboard, clicking the class, and clicking the Assignments tab.
- Navigate to the lecture slides for your last class  
Clicks on the Modules tab on an individual class to check uploaded materials, accessed the PDF of the last lecture that was conducted by scrolling down and finding it in the list.
- Check what groups you're in  
Clicks the group menu on the side, then expands using the "All Groups" button (note: is the All Groups button necessary? I've never seen someone with more than like, 2 groups).
- Change your Dashboard view  
Clicks on Dashboard to return to the main page of Canvas, then clicks the 3 dot menu in the top right in order to select one from the dropdown.
- Edit your user biography  
States that she has never done that. Clicks on the account dropdown, clicks settings as a guess. Canvas at OSU does not have the profile option unlocked, so changing the user biography was not possible. I explained where it should be and what it does.
- Open your textbook for the last class you had  
Participant went to the Dashboard to look through the list of her courses in order to figure out which class of hers had a textbook. Instructor had a hyperlink that navigated to a

course page, which included a PDF of the textbook (which is not present in the Assignments or Modules tab of the course).

- Find the syllabus for the first class in your class list  
Clicks to the Dashboard instead of opening the Courses menu, clicks the first class that has an assignment under list view. Participant then clicks Syllabus from the side menu and is not loaded properly (sent to the Assignments page instead, incorrect professor configuration) and then is able to find the syllabus by going to Files from the sidebar and searching syllabus.