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CSUSB Canvas Pilot Survey Report and Adoption Recommendation (2021)

CSUSB Faculty Senate

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CSUSB Canvas Pilot Survey Report and Adoption Recommendation

Faculty Senate Academic Technologies and Distributed Learning Committee

CSUSB Canvas Pilot Project

Background:

- In 2018, soon after Blackboard unveiled the Ultra interface, ATI's research indicated CSUSB faculty preferred to stay in Blackboard and try out a transition to Ultra rather than move to another LMS.
- The ATDL committee of that time endorsed staying with Blackboard.

CSUSB Canvas Pilot Project

Background:

- By Fall 2020, faculty had enough experience with Ultra to express dissatisfaction with the difficulty of transition from Blackboard and lack of some features.
- Staying with Blackboard Learn 9.1, the “old” Blackboard, is unsatisfactory as it doesn’t work well on mobile platforms and uses an obsolete interface.
- The current ATDL committee recommended considering Canvas as an alternative to proceeding with a transition to Ultra, and ATI organized a Canvas pilot program for Spring 2021.

CSUSB Canvas Pilot Project

- The Spring 2021 Canvas pilot total participants is capped at 1,000 due to license limit
- 33 faculty are teaching 37 class sections in Canvas
- Approximately 1,000 students are enrolled in these 37 sections
- For both faculty and students, Canvas is accessed on the MyCoyote home page via a new Canvas tile next to the Blackboard tile

CSUSB Canvas Pilot Project

- Faculty and students have access to Canvas “Tier 1” technical support, in which they can contact a Canvas support rep by chat or phone 24/7.
- In March 2021, ATI created Qualtrics surveys to gauge faculty and student experience and satisfaction with Canvas. Survey links were sent by email to faculty and by push notification to students on Thursday, March 4.
- Participants were asked to complete surveys by Friday, March 12.

CSUSB Canvas Pilot Project

Faculty survey respondents profile:

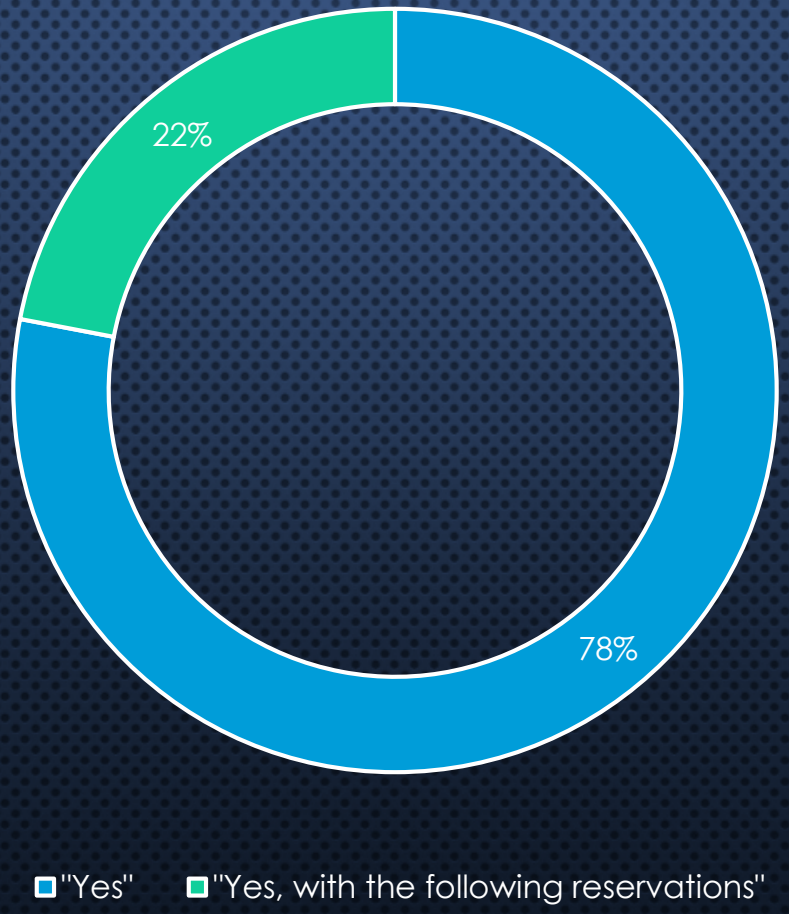
- 27 (82%) of the 33 faculty participating in the Canvas pilot completed the survey
- 44% are Canvas novices; 15% have used Canvas previously for one year or less; 15% for 1 to 2 years; 4% for 3 to 4 years; and 19% for >4 years
- 10 (37%) are part-time lecturers, 10 (37%) are assistant professors, 1 (4%) is an associate professor, and 6 (22%) are full professors
- College distribution: CAL: 33%; CBPA: 19%; CoE: 7%; CNS: 15%; SBS 26%

CSUSB Canvas Pilot Project

Student survey respondents profile:

- 118 (about 12%) of the approximately 1,000 students participating in the Canvas pilot project completed the survey
- 45% of students who took the survey had not used Canvas before; 20% have taken 1 or 2 courses before Spring 2021 using Canvas; 7% have taken 3 or 4 courses; 3% have taken 5 or 6 courses; and 22% have taken 6 or more.
- Major subject distribution: CAL: 17%; CBPA: 22%; CoE: 5%; CNS: 25%; SBS 28%

Should we adopt Canvas alongside Blackboard in Fall 2021?
(Faculty respondents)

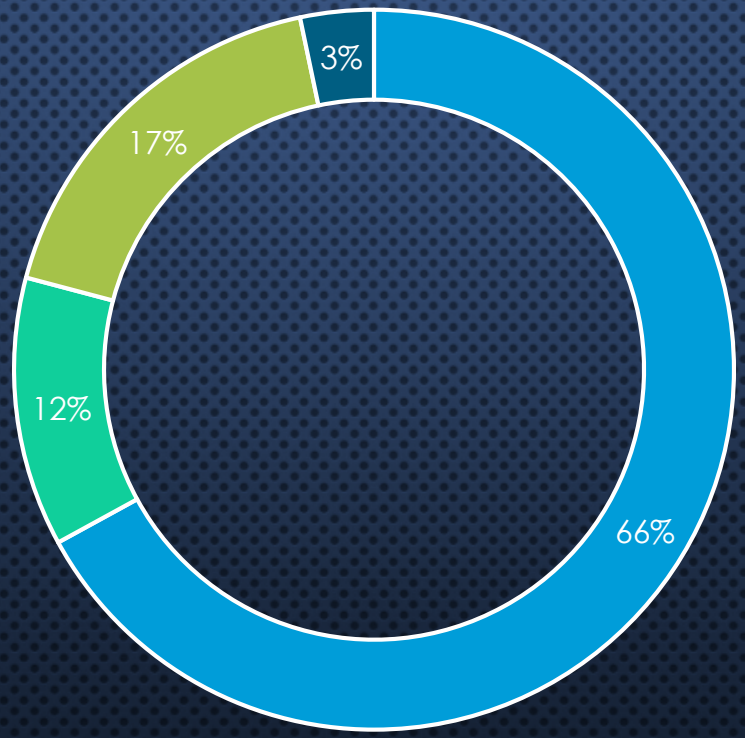


CSUSB Canvas Pilot Project

Six faculty's reservations about adopting Canvas for Fall 2021:

- We should teach faculty workarounds we use in Bb which are not obvious in Canvas; transition should be over a two year period
- Need to compensate faculty
- Course migration sounds expensive
- Provide training in Canvas to faculty
- Include more applications and tools
- Need Gradescope integration

Should we adopt Canvas alongside Blackboard in Fall 2021?
(All student respondents, n=93)

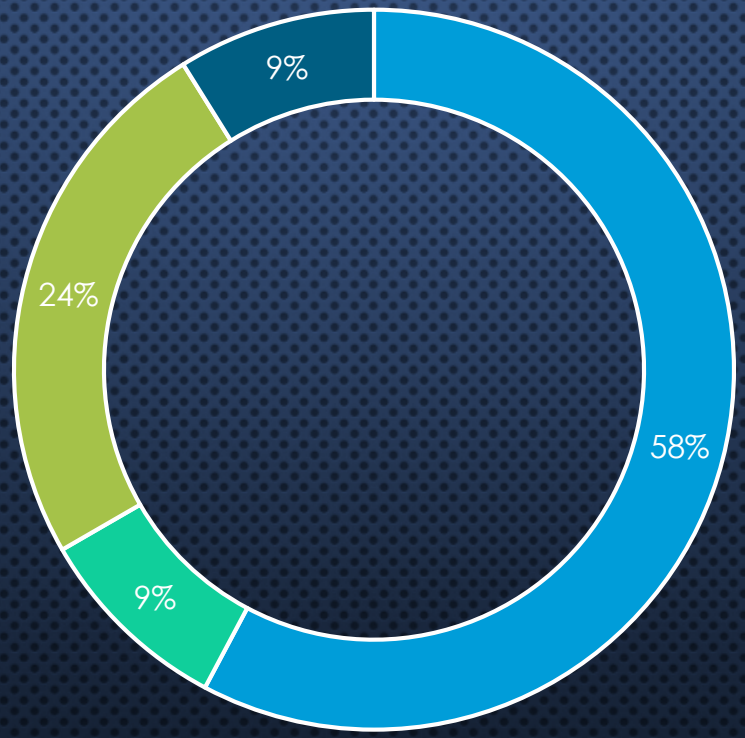


CSUSB Canvas Pilot Project

Nine students' "reservations" comments about adopting Canvas for Fall 2021:

- "Have more canvas tutorials, prior to the start of classes. Include more applications and tools"
- "Ensure that professors actually take the time to get to know Canvas. Make a campaign for existing students about the transition."
- "Yes, but it is hard to have to different distance learning platforms."
- "Yes, I think its fine both blackboard and Canvas work the same way."
- "I like Canvas more than Blackboard, but my opinion should matter less than those that will still be here for future semesters."
- "Since I'm a senior and graduating this term, I do not particularly care."
- "Yes"; "Yes"; "I'm fine with either."

Should we adopt Canvas alongside Blackboard in Fall 2021?
(Students using Canvas for the first time, n=45)



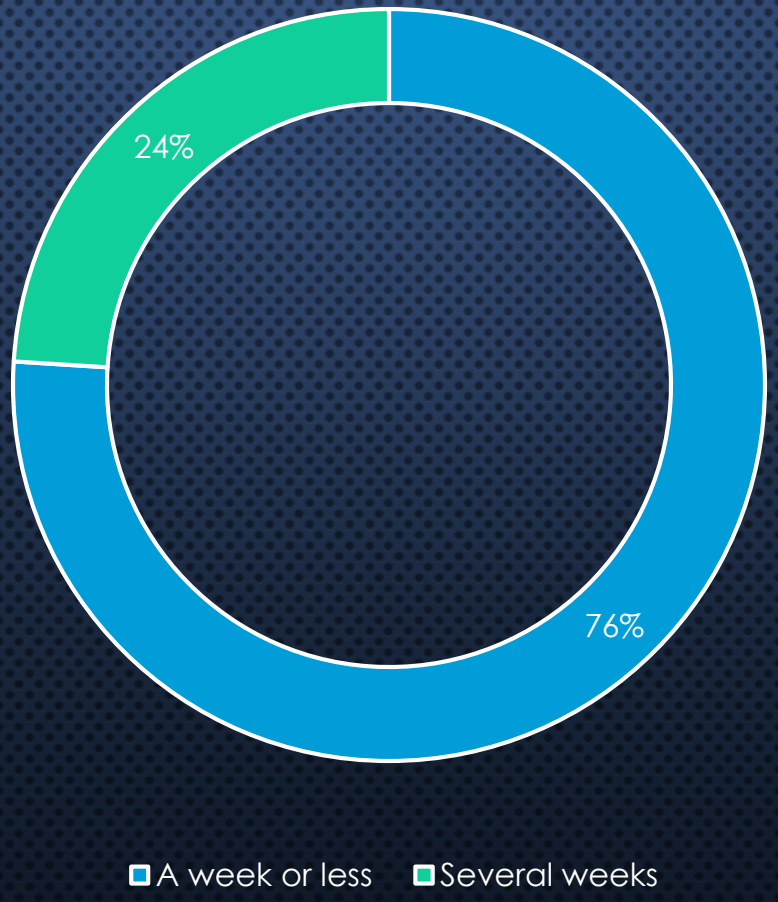
CSUSB Canvas Pilot Project

Three students' "reservations" comments about adopting Canvas for Fall 2021:

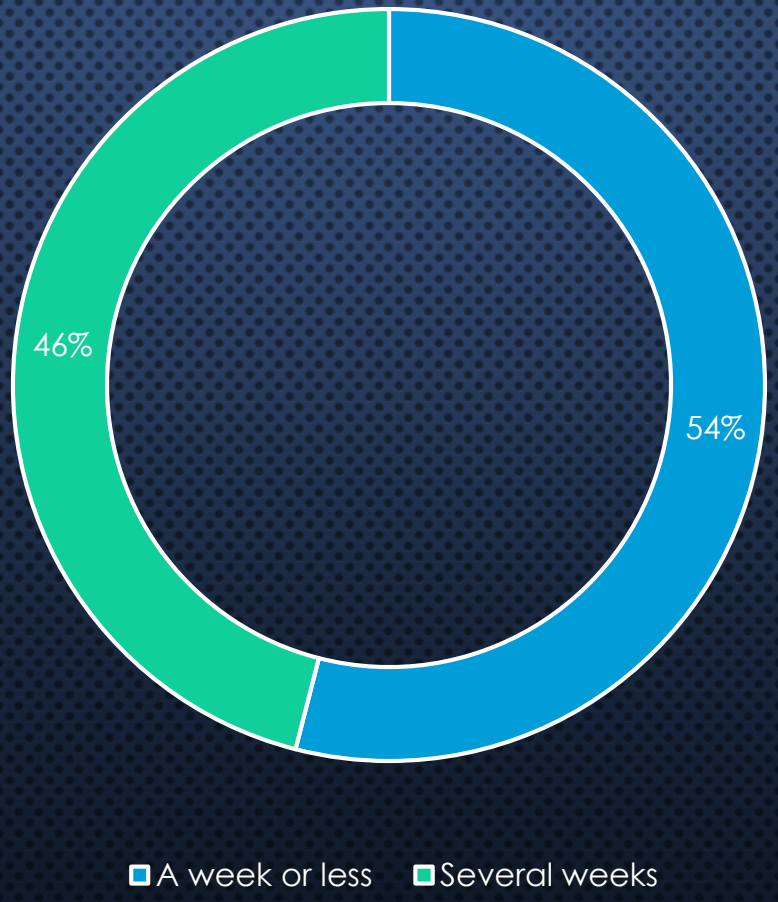
- "Have more canvas tutorials, prior to the start of classes. Include more applications and tools"
- "Yes"
- "Yes"

Faculty Survey Data

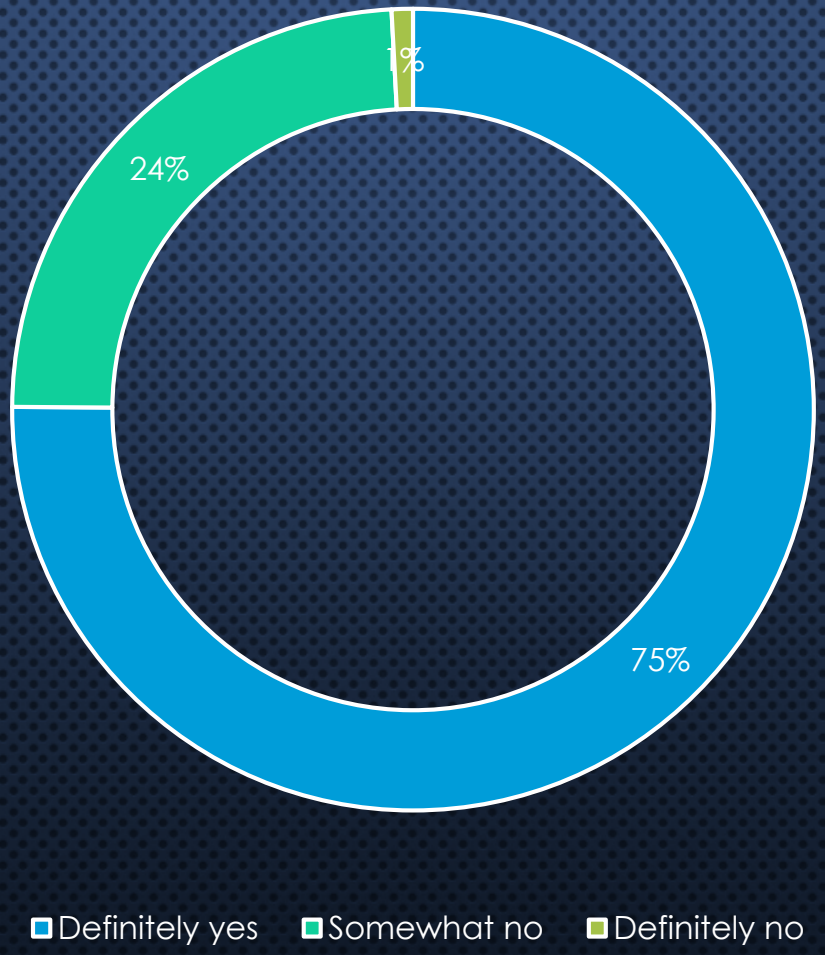
How long did it take you to feel comfortable with Canvas when you first used it? (All faculty)



How long did it take you to feel comfortable with Canvas when you first used it? (Novice faculty)



Has Canvas met your expectations? (All faculty)



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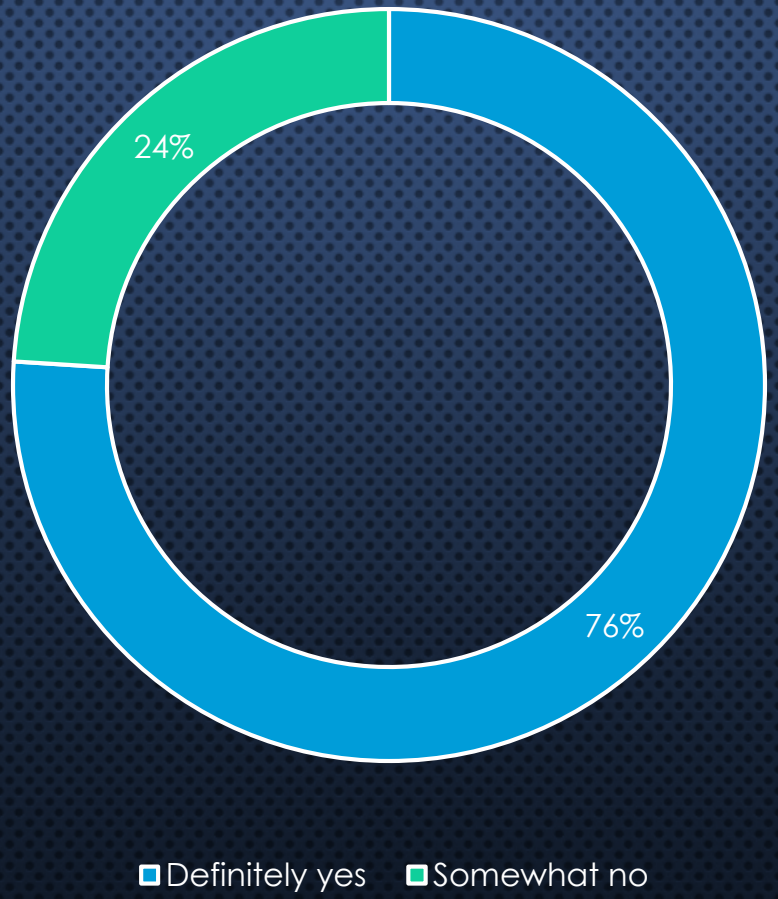
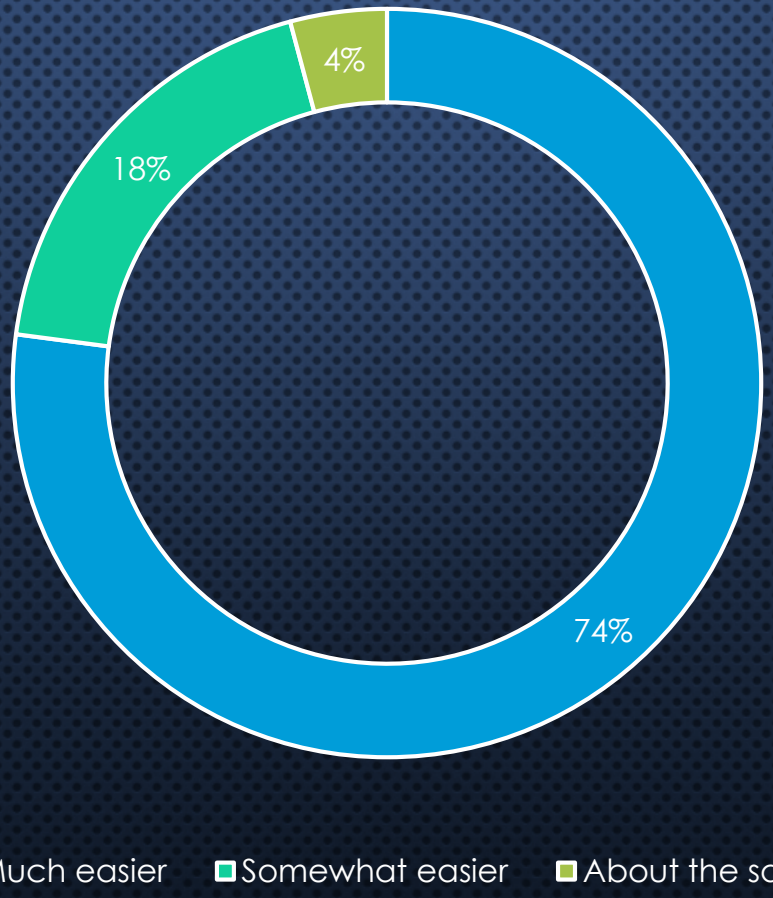
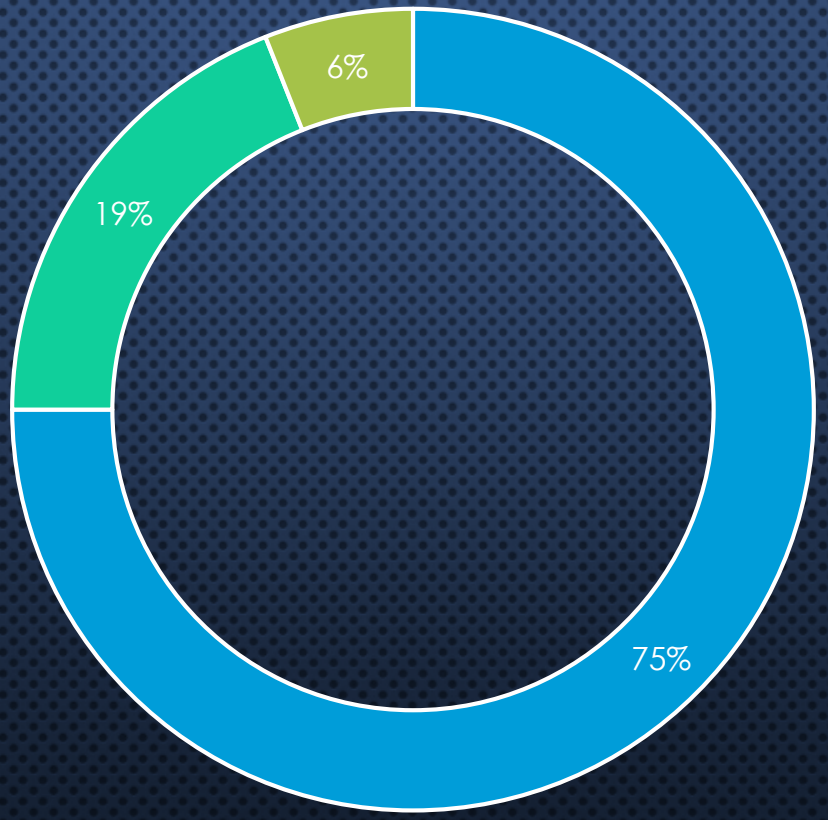


How easy is Canvas to use compared to Blackboard? (All faculty)

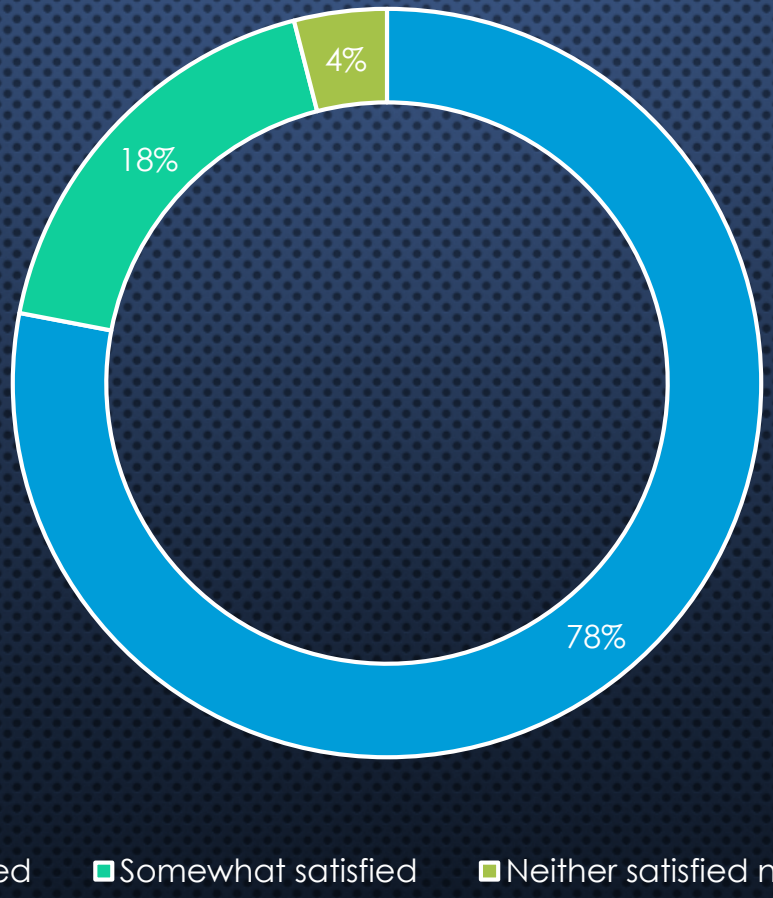


How easy is Canvas to use compared to Blackboard Ultra?

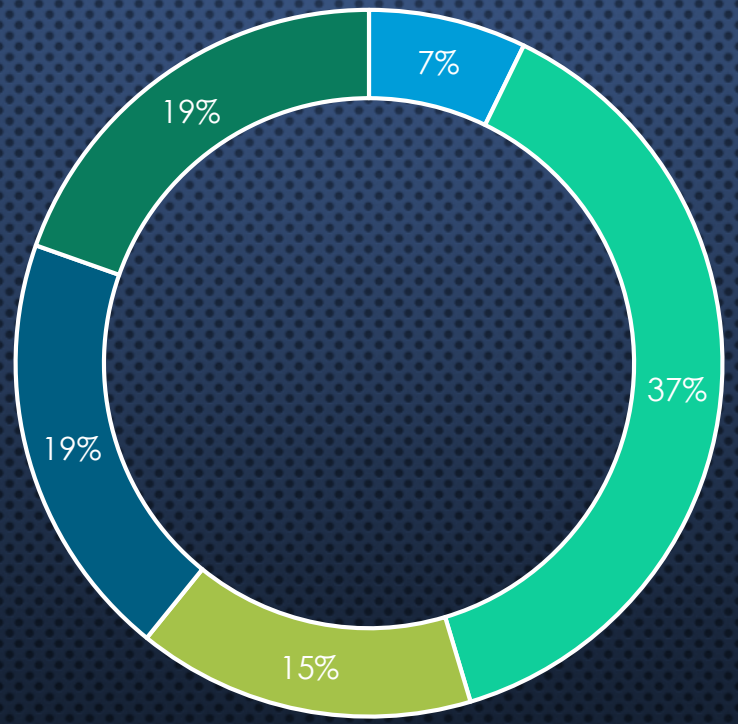


(This item was visible only to Canvas Pilot faculty who reported they have taught with Ultra, n=16)

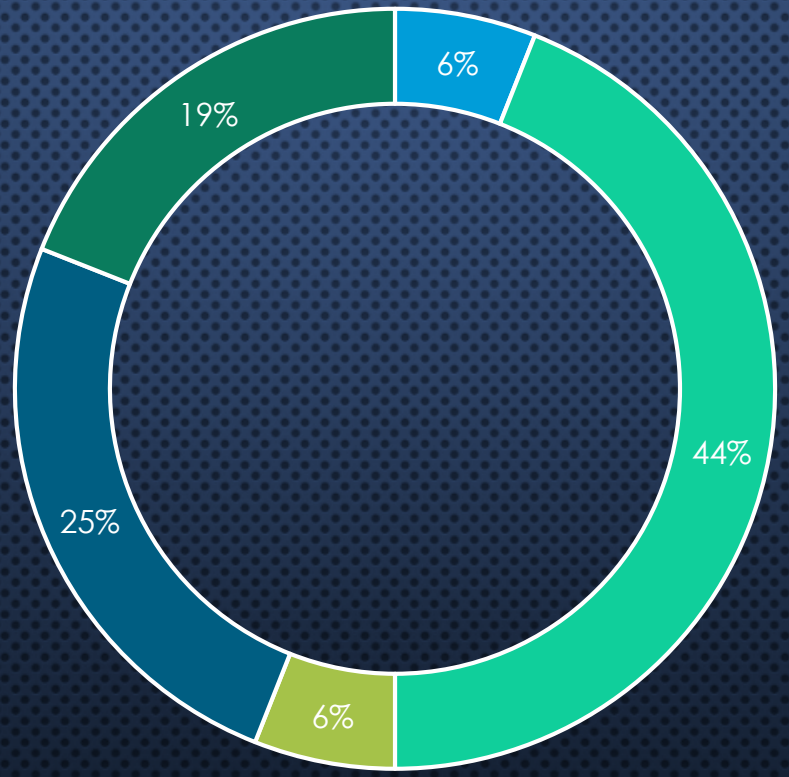
Please rate your overall satisfaction with Canvas. (All faculty)



Please rate your overall satisfaction with Blackboard. (All faculty)



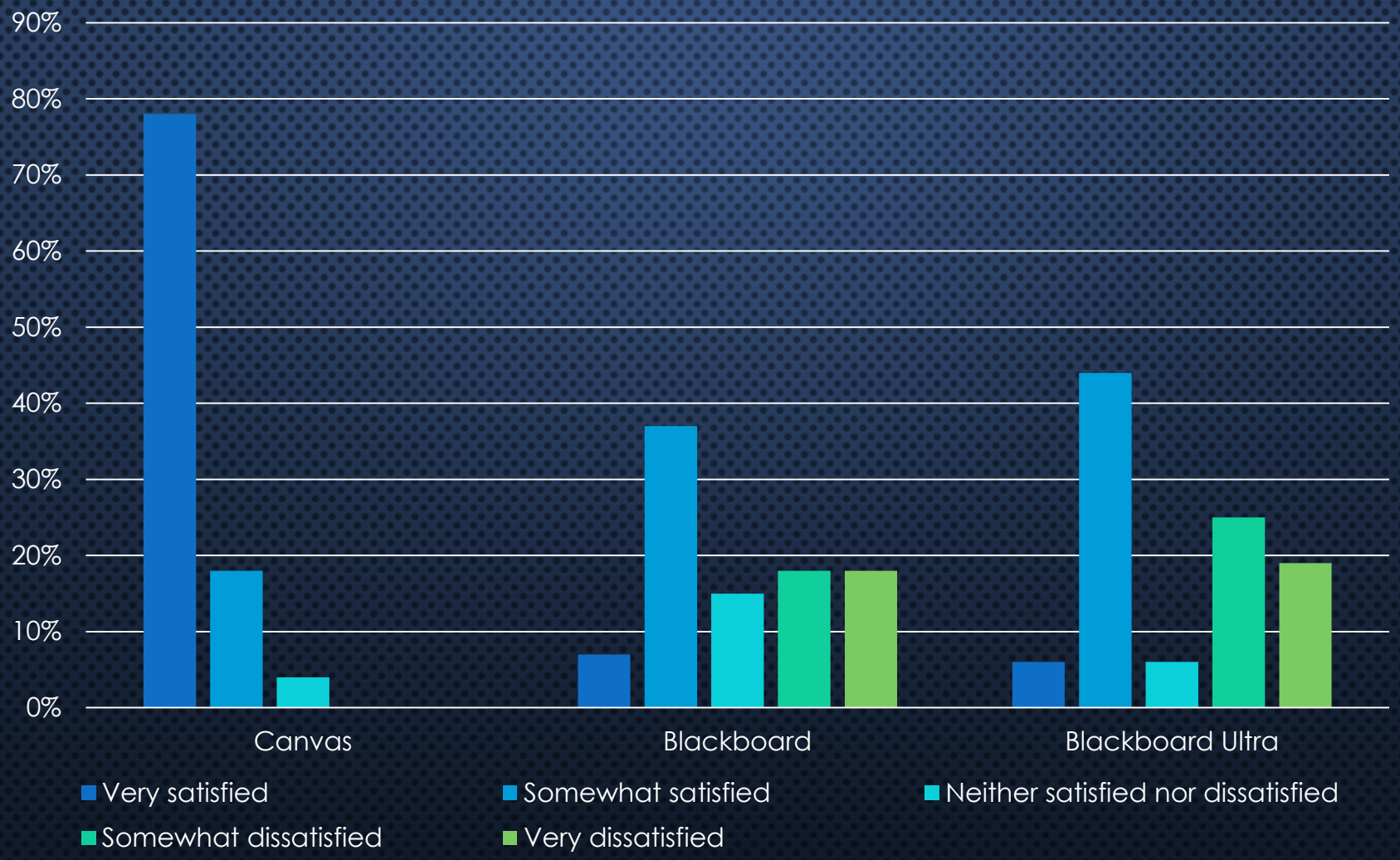
Please rate your overall satisfaction with Blackboard Ultra.

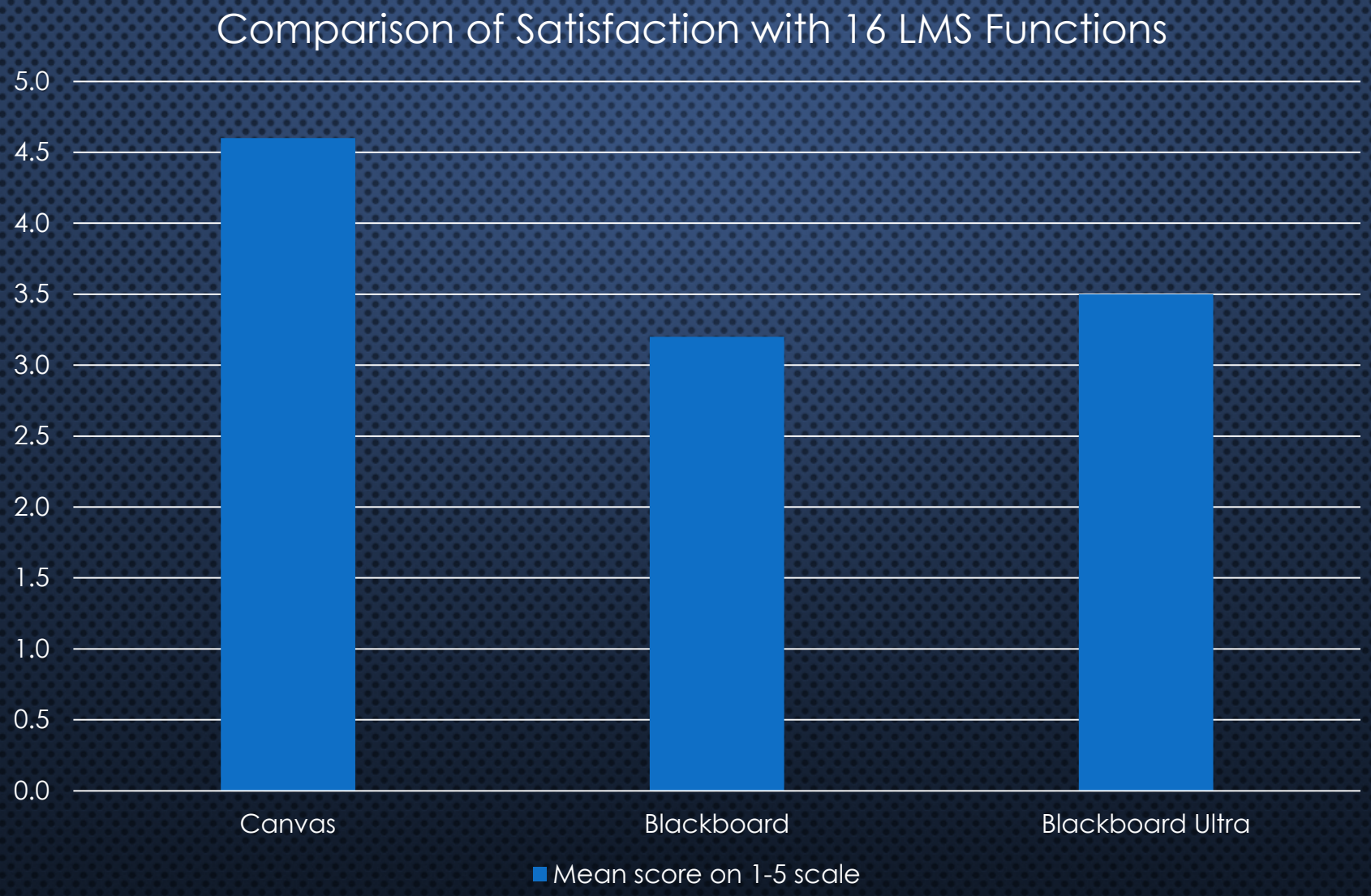


- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

(This item was visible only to Canvas Pilot faculty who reported they have taught with Ultra, n=16)

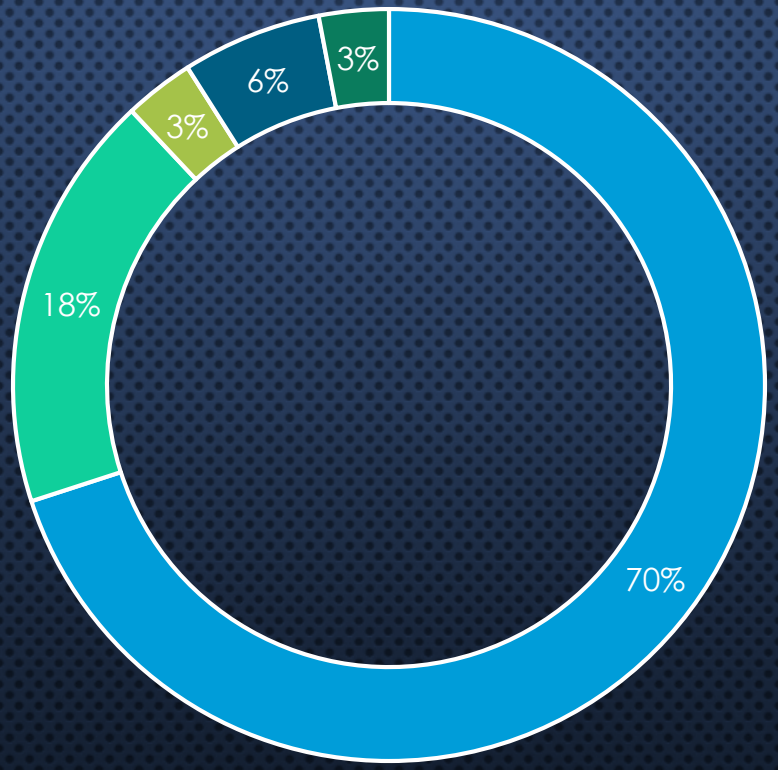
Comparison of LMS Satisfaction (Faculty)




Comparison of Satisfaction with 16 LMS Functions
5.0
4.5
4.0
3.5
3.0
2.5
2.0
1.5
1.0
0.5
0.0
Canvas
Blackboard
Blackboard Ultra
Mean score on 1-5 scale

Student Survey Data

How long did it take you to feel comfortable with Canvas when you first used it? (All students)



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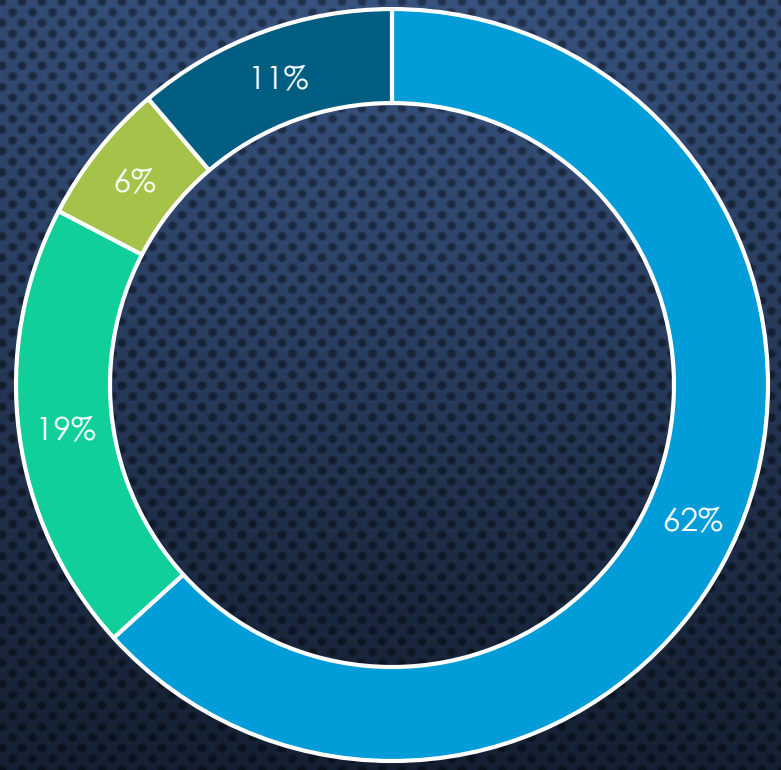
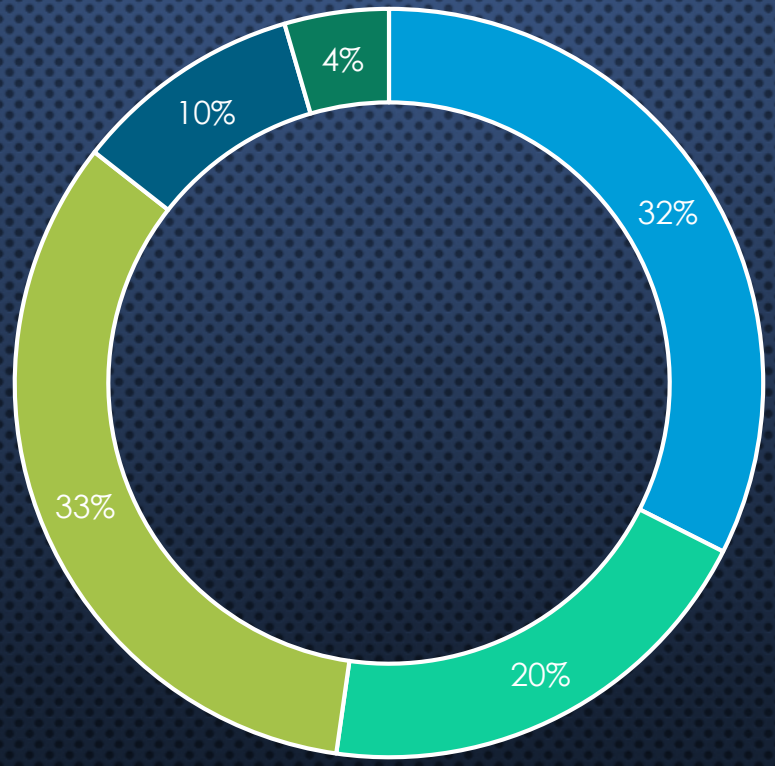


How easy is Canvas to use compared to Blackboard? (All students)



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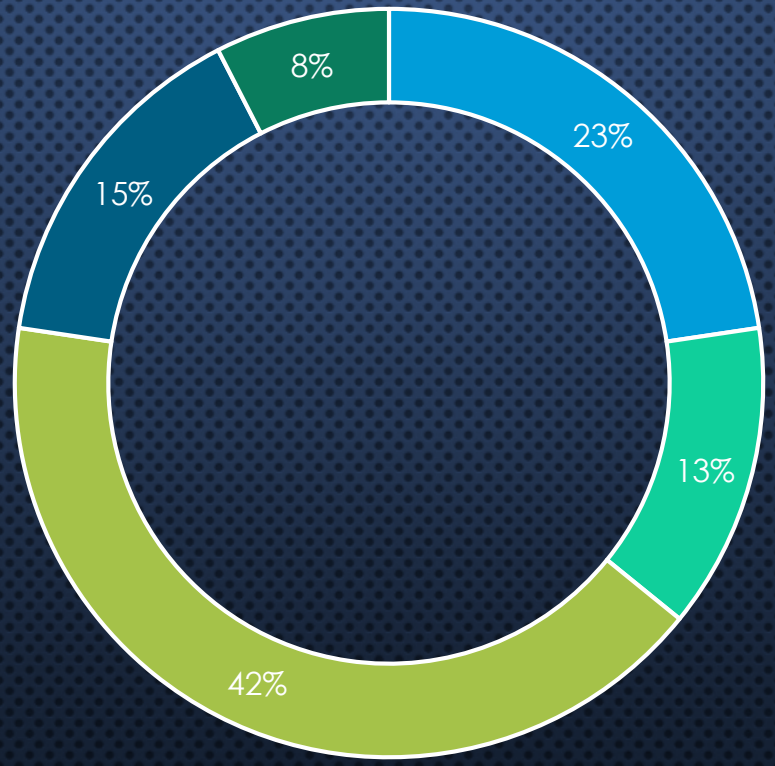
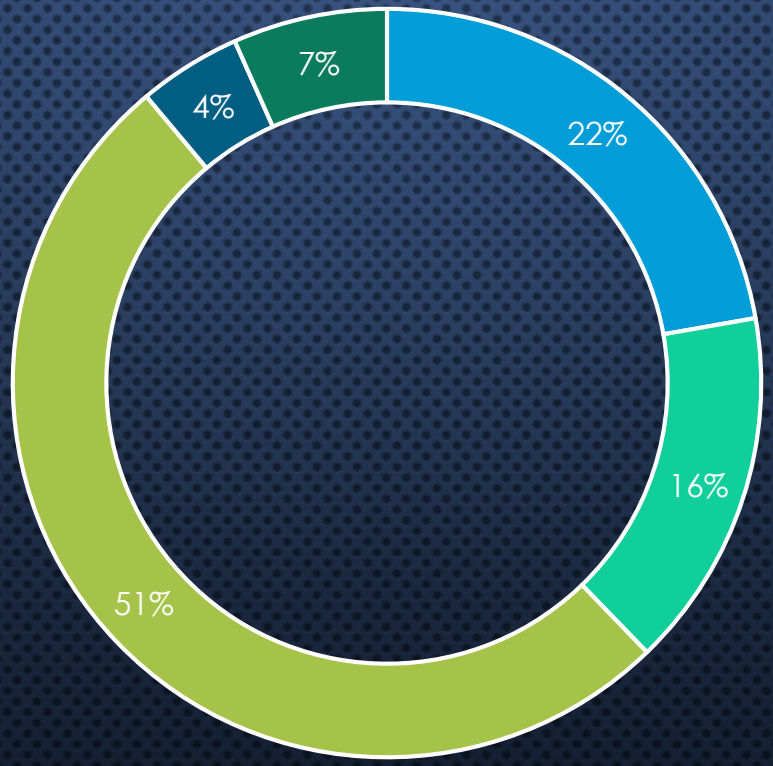
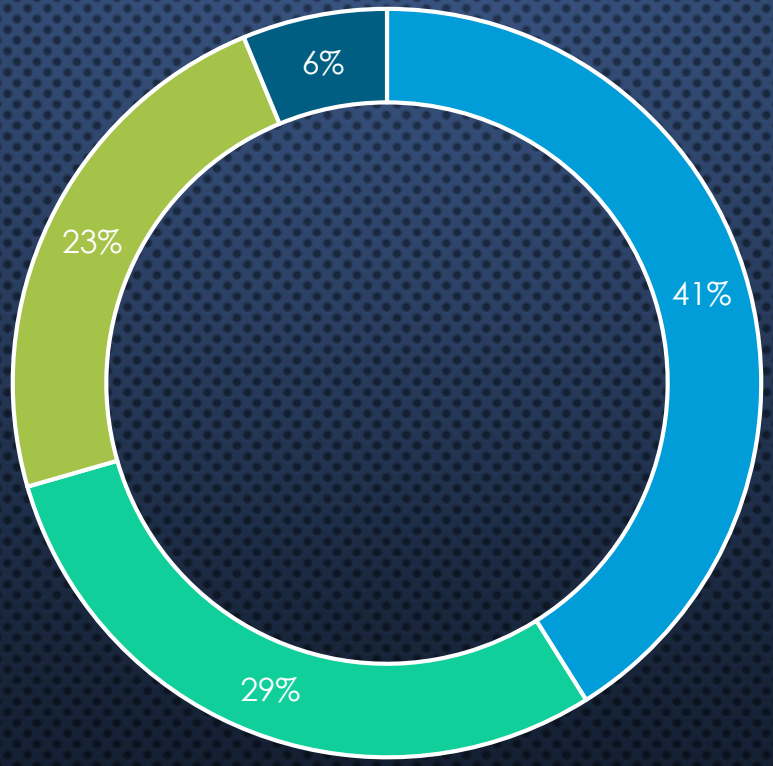


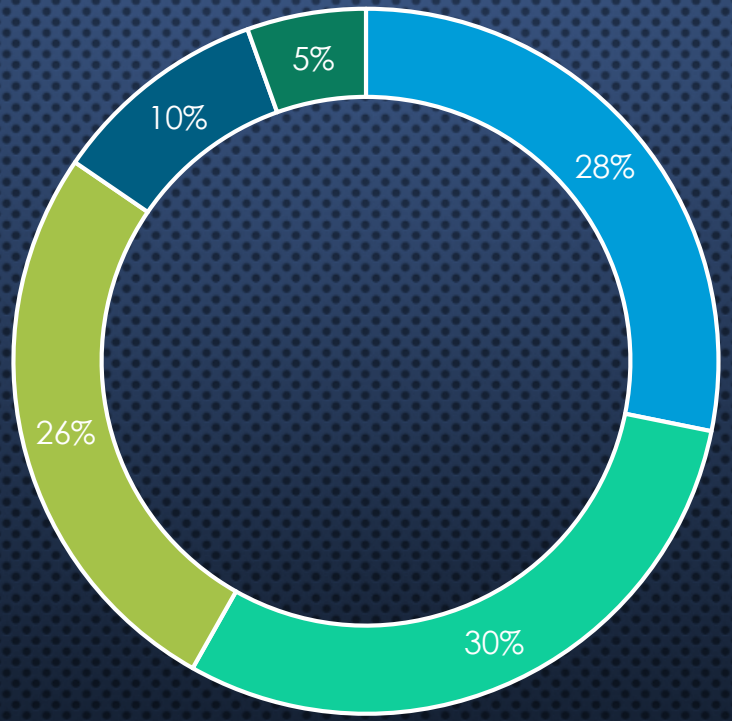
How easy is Canvas to use compared to Blackboard Ultra? (Ultra+Canvas students only, n=45)



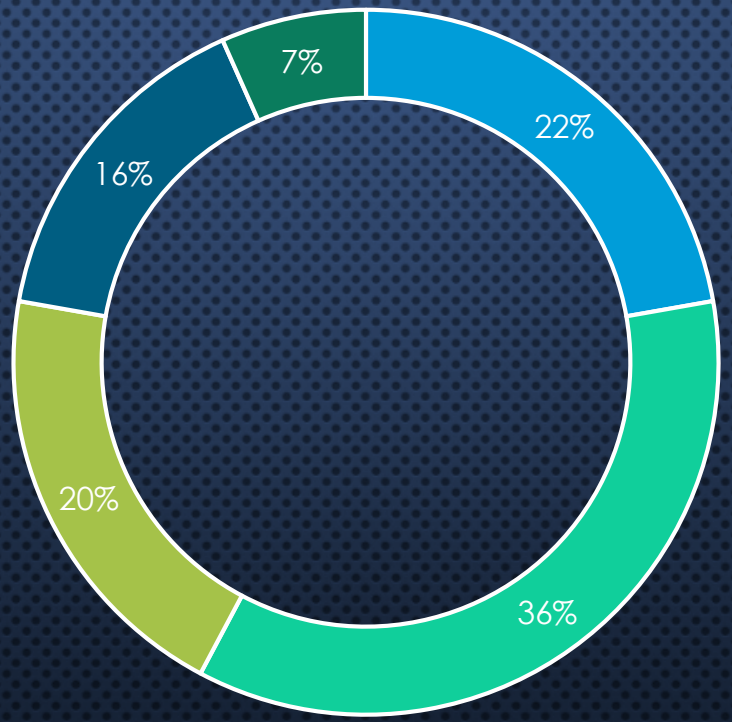
Please rate your overall satisfaction with Canvas. (All students)



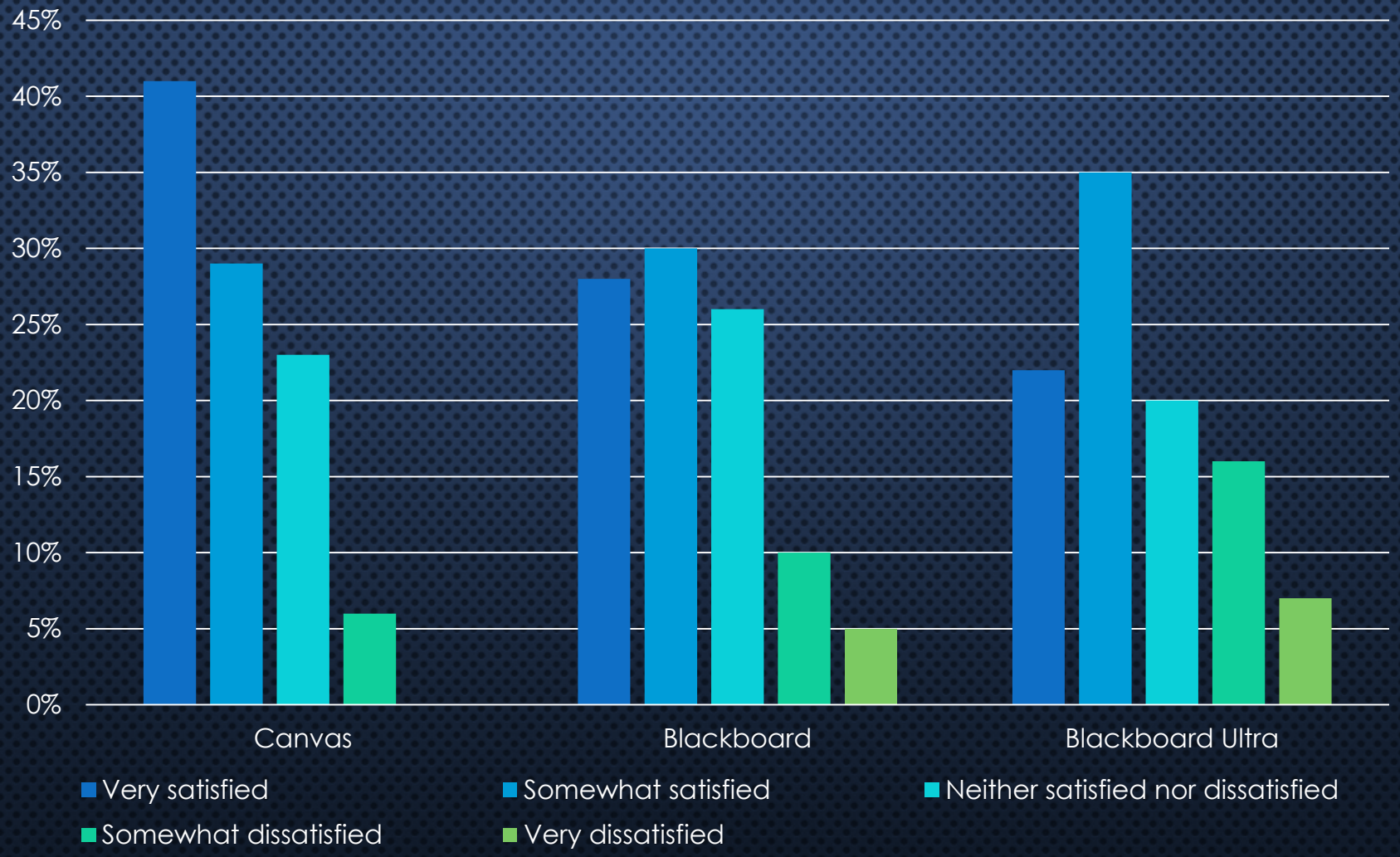
Please rate your overall satisfaction with Blackboard. (All students)



Please rate your overall satisfaction with Blackboard Ultra. (Canvas+Ultra students, n=47)



Comparison of LMS Satisfaction (Students)



Should we adopt Canvas alongside Blackboard in Fall 2021?
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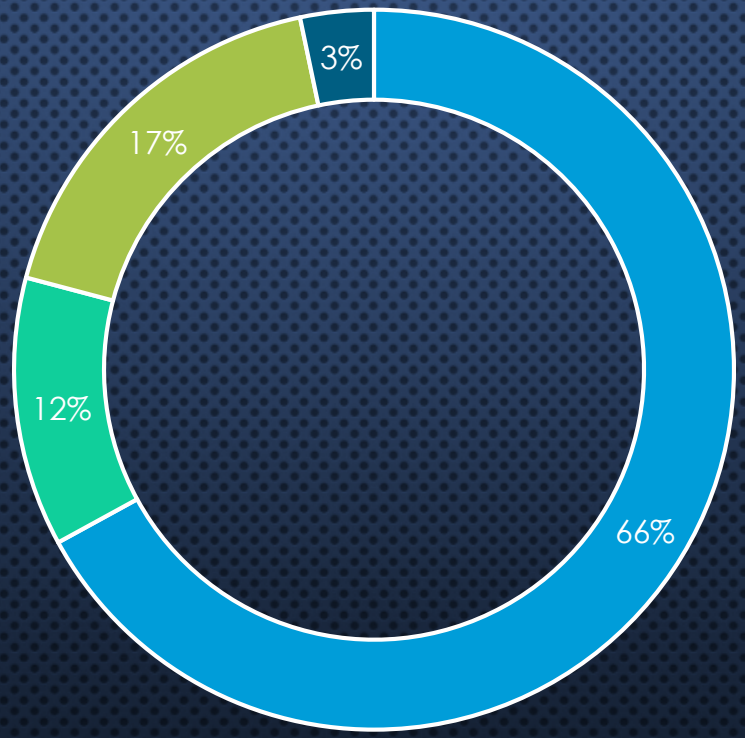

CSUSB Canvas Pilot Project

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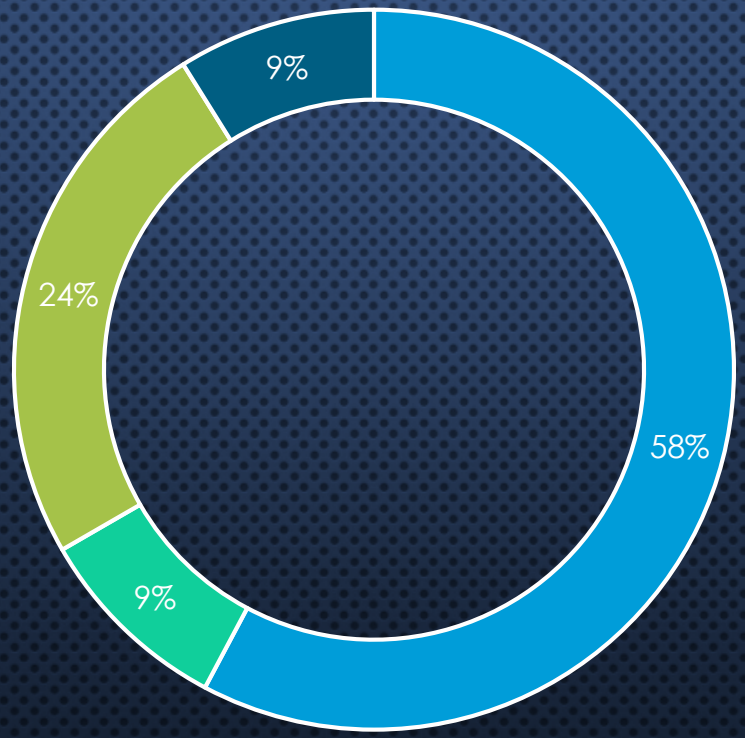

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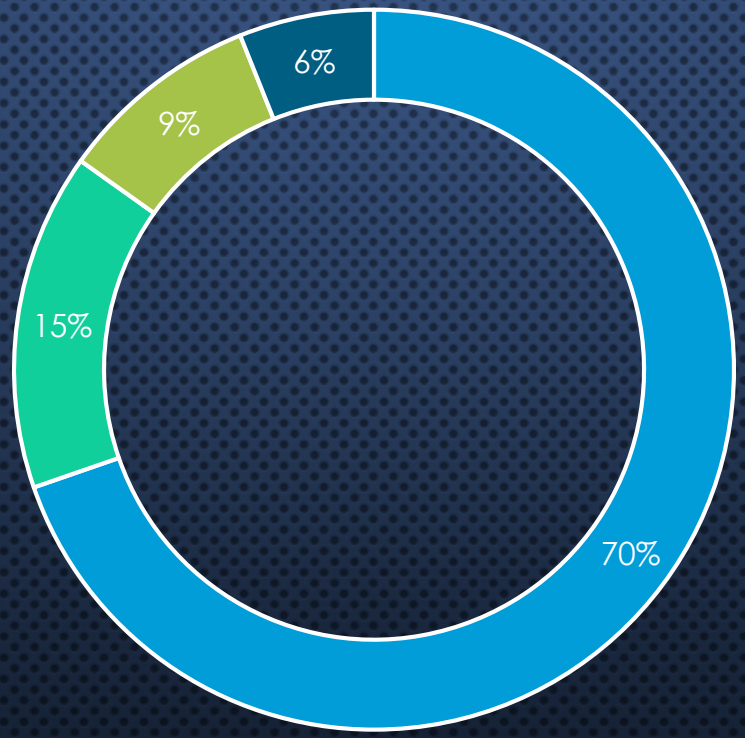
(Canvas+Blackboard Ultra students, n=47)



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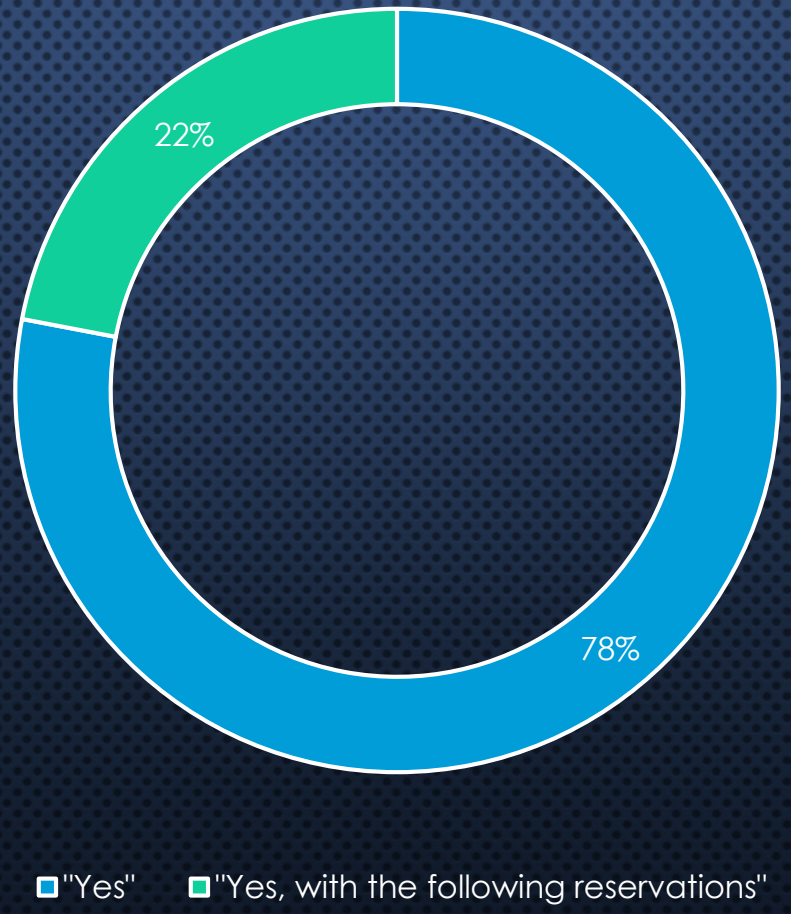

CSUSB Canvas Pilot Project

Six faculty's reservations about adopting Canvas for Fall 2021:

- We should teach faculty all the workarounds of things that can be done in BB but not very obvious in Canvas; and transition from Blackboard should be over a two year period
- Need to compensate faculty for the work of converting courses, even with the migration service
- The course migration sounds expensive – ask faculty if they want it or if they will just convert their own courses
- Provide training in Canvas to faculty
- Include more applications and tools
- Need Gradescope integration

Canvas Adoption Recommendation

- At the 3/19/21 meeting, the voting members of the ATDL committee unanimously approved adopting Canvas alongside Blackboard using the plan detailed on the slides that follow
- The ATDL committee requests that the Faculty Senate EC, EPRC, and FAC endorse and recommend this plan to the full Faculty Senate

Plan for Canvas adoption

- CSUSB adopts Canvas alongside Blackboard for Fall 2021, Winter Intersession, and Spring 2022.
- ATI will offer Canvas training and support to all CSUSB faculty, including
  - All courses scheduled for the AY 2021-2022 (approximately 8,000 in number) will be migrated from Blackboard to Canvas, and provision made for migration of courses taught in later AYs
  - Faculty and students would be provided a year of 24/7 chat and phone support with Instructure (Canvas)

Plan for Canvas adoption

- ATI will offer Canvas training and support to all CSUSB faculty, including
  - Canvas training as part of the Summer Virtual Teaching Institute and Fall and Spring Virtual Teaching Programs
  - The 10-12 hour self-guided Instructure course “Growing With Canvas”
  - An 8-10 hour self-guided Canvas course now being developed by ATI instructional designers (IDs)

Plan for Canvas adoption

- ATI will offer Canvas training and support to all CSUSB faculty, including
  - Live webinars by ATI IDs on key Canvas topics such as creating modules; quizzes and exams; and working with the gradebook
  - As always, IDs available to help with instructional design

Plan for Canvas adoption

- Faculty can opt into Canvas for Fall and opt out of Canvas for Spring
  - That is, in Fall 2021 courses will be in Blackboard by default but available in Canvas
  - In Spring 2022, courses will be in Canvas by default but available in Blackboard

Plan for Canvas adoption

- ATI will monitor faculty satisfaction with Canvas via multiple surveys in 2021-2022, and keep Faculty Senate leadership apprised of results
- If all goes as planned, CSUSB will adopt Canvas as the sole LMS from Fall 2022 onward