Fall User Satisfaction Survey
Overall ease-of-use of the Canvas LMS

<table>
<thead>
<tr>
<th>Tool</th>
<th>Instructors/TAs</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Easy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Somewhat easy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not easy</td>
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</tbody>
</table>

Notable updates to EEE Canvas in Fall 2016
- Add observers to course spaces (developed by OIT)
- Manage additional students in course spaces (developed by OIT)
- Restrict group association by section
- Assign random peer reviews for group assignments
- Customize the student experience using Mastery Paths
- Enhanced view of student attendance details
- Updated ‘To Do’ list now includes all items with a due date
- Enhanced usability & accessibility, including optional text underlines for links, updated iconography, and more

Interesting Tidbits for Fall 2016
- 711 course spaces in Canvas with 1,348 sections
- 6,690 discussion topics started in Canvas
- 15,461 assignments created in Canvas
- 35,196 files uploaded to Canvas
- Peak Canvas usage (by page views): 10/24–10/30
Panel event on 11/17/2016 featuring instructors from Mathematics, Education, Sociology, and History discussing their Canvas experiences.

13 workshops covering everything from getting started using Canvas to how to effectively use Canvas tools & features.

6 custom training sessions to help instructors learn Canvas.

20 personal consultations featuring one-on-one assistance from EEE's Canvas experts.

452 support tickets to document calls & emails.

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Support Tickets
Support tickets document phone and email interactions

<table>
<thead>
<tr>
<th>Month</th>
<th>EEE</th>
<th>Canvas</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/2016</td>
<td>91</td>
<td>133</td>
</tr>
<tr>
<td>10/2016</td>
<td>166</td>
<td>64</td>
</tr>
<tr>
<td>11/2016</td>
<td>99</td>
<td>50</td>
</tr>
<tr>
<td>12/2016</td>
<td>54</td>
<td>50</td>
</tr>
</tbody>
</table>

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Outreach & Support Efforts

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Known Issues Tracked by OIT

- Final Grades cannot be modified or adjusted.
- Changes to group associations affect assignment feedback distribution.
- Updates to quizzes not reflected for students who are in-progress at the time of update.
- Anonymous posting is not available in discussions.
- Canvas does not include student ID numbers.

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EEE Support Team

- **Caryn**: Instructional technology support
- **Vanessa**: Support & QA
- **Erik**: Canvas transition support
- **Stephanie**: Canvas transition support

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