

Product Redesign

Canvas by Instructure

What is Canvas LMS?

Learning Management Software

- ✓ Course management software mostly used by colleges and universities.
- ✓ Helps both professors and students organize all academic related content according to course, schedule, academic year, and so on.
- ✓ Unique features include an internal messaging system, an integrated mobile application, and a calendar populated with daily tasks.



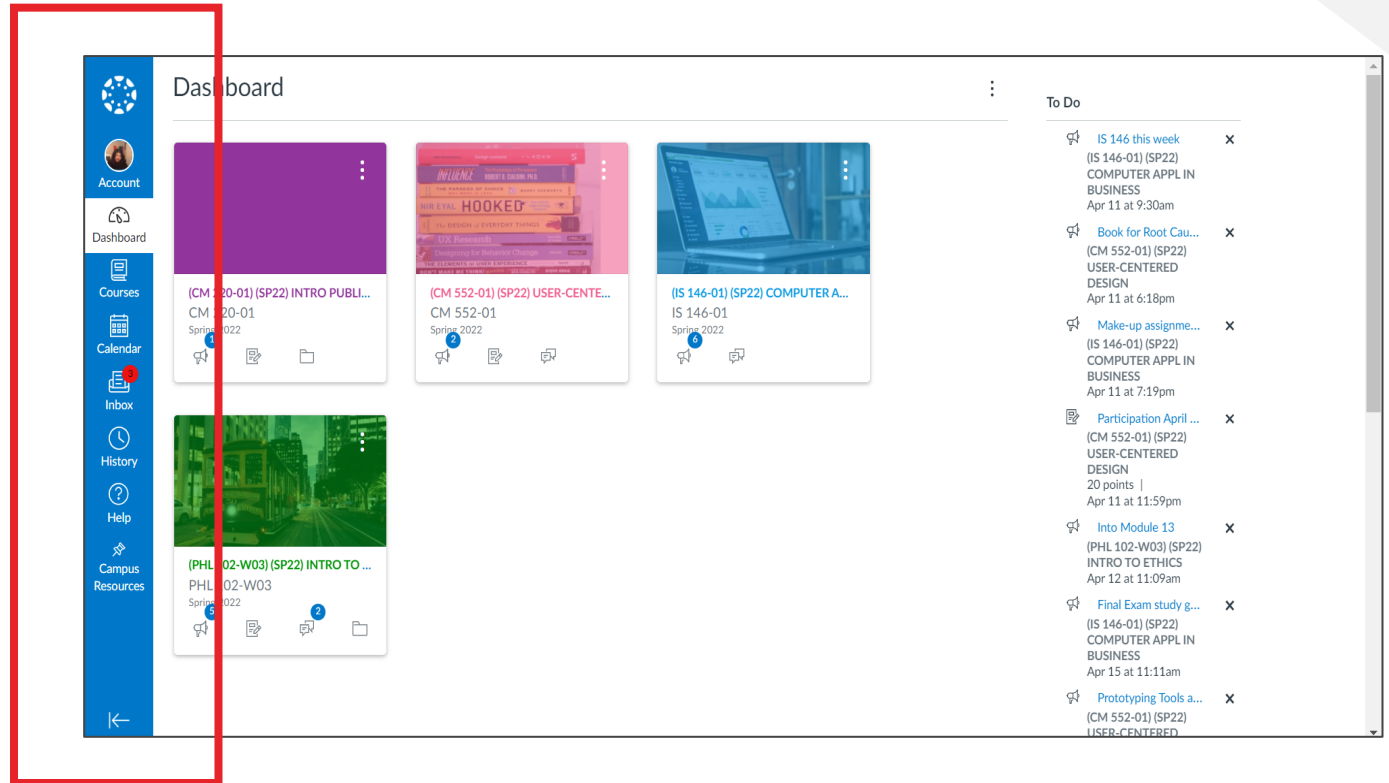
Contextual Research

Research information that
inspired redesigned prototype

Exploring Canvas Navigation Features

This research aims to study higher education student tendencies

- ✓ Refine navigation features
- ✓ Which features are most used, liked, and efficient



Canvas Supports All Learning Environments

Key Finding: Environmental distractions do not severely affect Canvas productivity

Application: Utilize accessible and customizable features to increase product quality → increase profits

User Behavior and Feedback Gaps Considered

Key Finding: User feedback and behavior don't match in some situations

Example: Most used navigation tool is difficult to use

Application: User behavior and feedback differences considered for redesign → users will get wants and needs



Issue at Hand

Two major pain points that this redesign accounts for

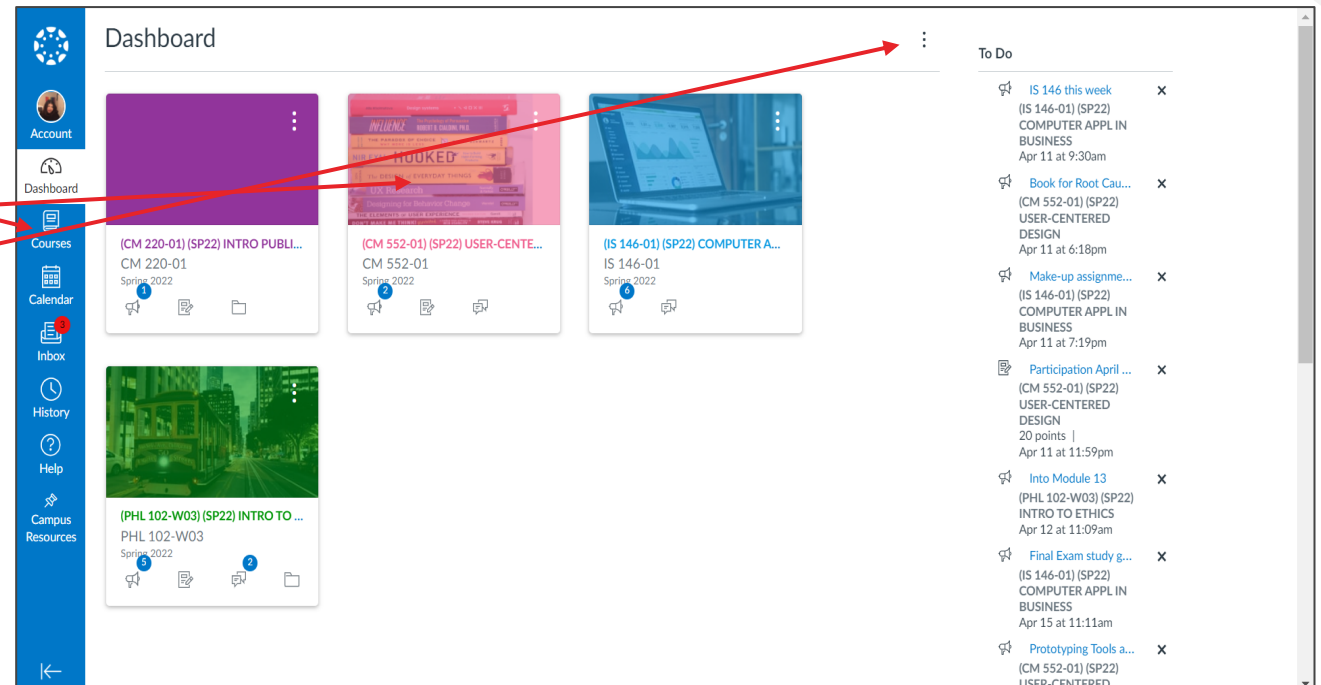
Too many routes to complete the same task

Example:

✓ **Task-** view grades for a class

- **Courses** tool (50%)
- **Dashboard** tool (25%)
- **“List view”** (25%)

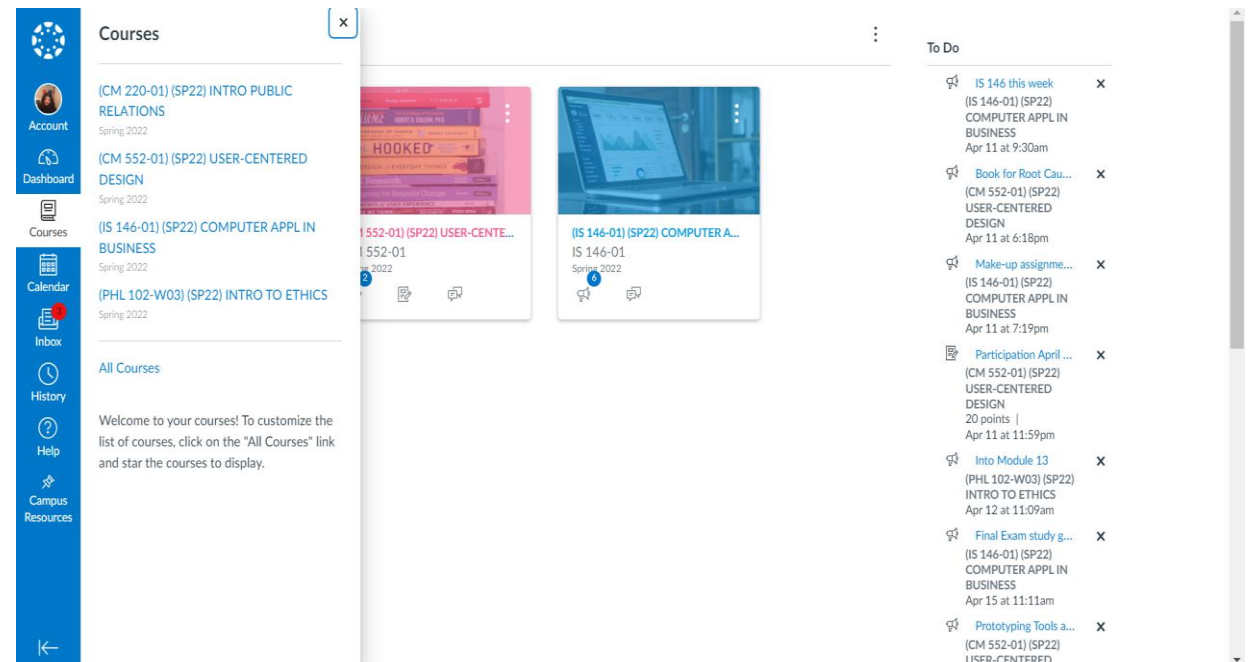
✓ **Cognitive overload**



The most used navigation tools were rated as most negative

Example:

- ✓ **Tasks-** grades, feedback, and assignments
 - **Courses** tool to complete tasks (50%)
 - Most difficult tool was **courses** tool (50%)
- ✓ **Redundant** feature (dashboard)
- ✓ **Unclear** task outcome





Goals

Create solutions to solve pain points and achieve business objectives



Increase Profits

Decreases cost associated with creating more complex designs

Increase customer loyalty/satisfaction rates

More efficient designs create higher user satisfaction rates →
more customer loyalty → increased profits

How to Achieve These Goals:

Increase Canvas usability through redesigns that promote **accessibility** and **productivity**.

Higher accessibility and productivity → customer satisfaction/loyalty → increased profits



Requirements

User

Functional

Content

User Requirements

The user shall be able to:



CONTROL THEIR
ACCOUNT
SETTINGS



VIEW PUBLISHED
CONTENT



INTERACT WITH
COURSE CONTENT



IDENTIFY THE
SPECIFIC PURPOSE
OF EACH
NAVIGATION TOOL.



NAVIGATE TO A
RELEVANT
SUBSECTION OF
THE SYSTEM TO
COMPLETE A TASK

Functional Requirements

The system must:

Comply with federal
higher education
FERPA laws

Have secure user data
management

Be able to integrate
with other third-party
applications

Have cloud-based
access for students

Be able to support
relevant file types and
sizes

Have interactive
elements that support
virtual learning

Be able to assign
users a role

Content Requirements

Includes:

Brand approved and standardized logo, color palette, fonts, written tone & voice usage

Easily identifiable and labeled navigation tool/icon usage

Indicated site hierarchy for users

Easily adjustable and accessible auditory content features

Search functions for navigation ease



Redesigned Prototype

Inbox Simulation

Original Canvas Dashboard

Dashboard

Account

Dashboard

Courses

Calendar

Inbox

History

Help

Campus Resources

(CM 220-01) (SP22) INTRO PUBLI...
CM 220-01
Spring 2022

(CM 552-01) (SP22) USER-CENTE...
CM 552-01
Spring 2022

(IS 146-01) (SP22) COMPUTER A...
IS 146-01
Spring 2022

(PHL 102-W03) (SP22) INTRO TO ...
PHL 102-W03
Spring 2022

To Do

- IS 146 this week (IS 146-01) (SP22) COMPUTER APPL IN BUSINESS Apr 11 at 9:30am
- Book for Root Cau... (CM 552-01) (SP22) USER-CENTERED DESIGN Apr 11 at 6:18pm
- Make-up assignme... (IS 146-01) (SP22) COMPUTER APPL IN BUSINESS Apr 11 at 7:19pm
- Participation April ... (CM 552-01) (SP22) USER-CENTERED DESIGN 20 points | Apr 11 at 11:59pm
- Into Module 13 (PHL 102-W03) (SP22) INTRO TO ETHICS Apr 12 at 11:09am
- Final Exam study g... (IS 146-01) (SP22) COMPUTER APPL IN BUSINESS Apr 15 at 11:11am
- Prototyping Tools a... (CM 552-01) (SP22) USER-CENTERED

Original Canvas Inbox

All Courses ▾ Inbox ▾

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☒ Tuesday 1

☐ Ezeriki N Emetonjor, Arianna K...
(No subject)
gjthdrsyeatwSF ☆

☐ Tuesday 1

☐ Ezeriki N Emetonjor, Arianna K...
test
jytrdsfghfg

☐ Mar 31, 2022 2

☐ Morgan C Davis, Arianna K Kh...
CM 452: One Group Member ...
Hi! Thank you for reaching out! I act...

☐ Feb 26, 2022 2

☐ Arianna K Kholanjani, John P T...
IS 146 Missed Assignments
Hi Arianna, I am very glad to hear th...

(No subject) ↶ ⚙

Ezeriki N Emetonjor (*She/Her*) , Arianna K Kholanjani (*She/Her*) April 19, 2022 at 11:21pm
(CM 552-01) (SP22) USER-CENTERED DESIGN ↶ ⚙

gjthdrsyeatwSF