

University of Colorado Denver | Anschutz Medical Campus

Listening Tour - April/May 2021

Report - June 2021

Q4 Update - October 2021

Canvas Roadmap 2021 Q4 UPDATE

*Office of Information Technology
Enterprise Application Support
Academic Technology*

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WHAT IS THE CANVAS ROADMAP?

The Canvas Roadmap is an action plan and timeline document for 2021 outlining defined goals for the Academic Technology Team in OIT based on stakeholder feedback. Software and process initiatives will be prioritized by need as quantified by our Listening Tour data, and with Instructure (Canvas) deployment and release notes whenever possible.

This report is an update on progress up to 10/1/21, and an update to the Roadmap Timeline through 12/31/21. As previously stated in the original report, Academic Technology determines priority of these projects based on responsible consideration for other internal OIT projects and support workload. All estimates and priorities are subject to change.

To view the original report, please visit:

https://www.ucdenver.edu/docs/default-source/offices-oit-documents/remote-working-learning-and-teaching/at-canvas-roadmap-7_6_2021.pdf?sfvrsn=8bd5fdbba_0

CANVAS ROADMAP TIMELINE



PROJECT SUMMARIES

1. Admin: Upgrades - Pilots and/or recommendations for additional software, processes, and features in Canvas.

2. Archive Project - An administrative initiative to archive courses and users. Keeping Canvas tidy improves search speed and effectiveness.

3. AT Website Project - The AT Website

(<https://www.ucdenver.edu/offices/office-of-information-technology/services/academic-technology>) is being developed to house training, support, and resources for faculty, students, and staff in one place.

4. Canvas Data Project - With the upcoming release of Canvas Data 2.0, we will have more powerful tools for analyzing data stored in Canvas. Alongside this upgrade, we will be developing school-specific dashboards for colleges wishing to customize their insights in a way that best serves the interests of students and faculty.

5. Course Design Resource - Our Course Design Resource will organize access to pedagogy related training for staff and faculty in one unified repository.

PROJECT SUMMARIES

6. CUSIS/Canvas Link Project - Working with IDM and UIS, the AT team is assisting with final adjustments to new technology that will increase the accuracy and frequency of data shared between CUSIS and Canvas.

7. Gradebook Push Project - Explore the possibility of pushing final grades from Canvas to CUSIS.

8. Level One Guides - Our calendar for this year includes development of new guides with consistent formatting. The Level One Guides will include simple, one-page quick-reference guides for common operations in Canvas for both students and faculty, including third-party tools.

9. Level Two Guides - The second level of guides will include advanced operations and troubleshooting for less common events and activities in Canvas or general online learning, including third-party tools.

10. Level Three Guides - The third level of guides will include high-level course design concepts, pedagogical approaches with specific Canvas tools, and the most complex of Canvas troubleshooting procedures, including third-party tools.

PROJECT SUMMARIES

11. LTI Approval Process - Modern data privacy risks require that we increase the transparency we expect from third-party tools and vendors. With the security team, we will create a review and approval process for all Canvas LTIs to ensure the safety of Canvas users and their personal information.

12. Partnerships - OIT and Academic Technology are committed to Shared Governance. We are making a concerted effort to foster transparency and create partnerships across departments.

13. Role Audit Project - In the process of building custom roles in Canvas, we have created some that have overlapping permissions. At the same time, other roles have permissions they don't need or don't have the permissions they require. By doing a complete audit on all existing roles and permissions in Canvas, we can take inventory on where we are, and determine the most streamlined and effective way to ensure maximum security and functionality for all users.

14. Service Desk Training - We are committed to empowering our OIT Service Desk with the information, resources, and tools they need to be as helpful as possible with Canvas service requests.

ITEMS ADDRESSED	PROJECT	STATUS
Library resource link is missing from Canvas navigation menu.	Partnership	Complete
Update website with roadmap	AT Website	Complete
New submission type best practice video	L1 Guides	Complete
Ally guide	L1 Guides	Complete
Video transcripts in Zoom	L1 Guides	Complete
POI Process guide for Canvas	L3 Guides	Complete
Connection and accuracy between CUSIS and Canvas needs to be improved, especially with regards to withdrawals	CUSIS/Canvas Link	Complete

ITEMS ADDRESSED	PROJECT	STATUS
Namecoach Implementation	Admin: Upgrade	Complete
Hypothesis Pilot	Admin: Upgrade	Complete
Users would all benefit from a calendar of upcoming Canvas changes.	Partnership	Complete

ITEMS ADDRESSED	PROJECT	STATUS
Roadmap Progress Report	Partnerships	Complete
Course coordinator training / guide	L3 Guides	Complete
Guide to Incompletes	Guides L3	Complete
Faculty and Students need a central hub for all guides.	AT Website	Complete
Official guides need consistent delivery method and formatting	Guides L1	Complete
Hypothesis one-pager	L1 Guides	Complete

ITEMS ADDRESSED	PROJECT	STATUS
Replacement RFP for TechSmith Knowmia	TechSmith Knowmia Replacement	In Progress
Turnitin requires an upgrade for added functionality.	Admin: Upgrade	In Progress
Canvas roles are unclear, and require a review and a public set of definitions.	Role Audit	In Progress
Library needs better resources for managing the courses they assist with.	Partnership	In Progress
OIT Service Desk Support for Canvas needs improvement. Often results in being passed around in a loop. Evenings and weekends need better support.	Service Desk Training	In Progress
Logging into Canvas is occasionally challenging for faculty and students	Authentication Upgrades (Admin)	In Progress
Need "Test Student" for use with Proctorio	Role Audit	In Progress
Adobe Trainings and Support	Admin: Upgrade	In Progress
Guide with examples for tracking Participation in courses	Guides L2	Not Started
Finding teacher feedback is difficult for students	Guides L1	Not Started
Faculty need guide for Importing/Exporting content and courses.	Guides L1	Not Started
Faculty and Students need more "just-in-time" one-page reference guides for common Canvas operations.	Guides L1	In Progress
Need Guides on Groups	Guides L1	Not Started
Need Guides on Quizzes	Guides L1	Not Started
Need Guides on Grading	Guides L1	Not Started
Would love to see Teams and MS Office in Canvas (can't use Google).	Admin: Upgrade	On Hold

CANVAS ROAD MAP
TIMELINE

OCTOBER

ITEMS ADDRESSED	PROJECT	STATUS
Manual Enrollment	Role Audit	In Progress
LTI approval process needs better oversight, specifically with privacy concerns. (Faculty need better understanding of LTI options)	LTI Security Project	In Progress
Faculty would benefit from a guide to OIT processes for Canvas	Guides L3	In Progress
Canvas Navigation can be challenging for students and faculty due to a lack of options and too many clicks to find items.	Guides L2	Not Started
General Canvas Troubleshooting Guides would be helpful for both students and faculty.	Guides L2	Not Started
Crosslisting can be difficult and can result in errors.	Guides L2	Not Started
Sharing courses and course content for collaboration is challenging in Canvas.	Guides L2	Not Started
Rolling Courses over to new semester is difficult or impossible.	Guides L2	Not Started
Dealing with “Incompletes” for students needs a better process.	Guides L3	In Progress
More training is needed for faculty using LTIs	Guides L2	In Progress
Students strongly dislike inconsistent course design.	Course Design, Partnership, Admin: Upgrade	Not Started
Gaining access to or working with closed courses is difficult.	Role Audit, L3 Guide	Complete
Proctorio is a primary complaint from students	Guides L1	Complete
Grading process isn’t scalable, and could be improved with a push trigger that would send grades to CUSIS from Canvas.	Gradebook Push	On Hold

ITEMS ADDRESSED	PROJECT	STATUS
Post-Covid forum on state of online ed - Not “returning to normal”	Partnership	Not Started
Ally should be turned on by default to support accessibility	Admin: Upgrade	In Progress
Pilot: Request for better support for SCORM	Admin: Upgrade	Not Started
Pilot: Need tools for better visual/aesthetic options in Canvas.	Admin: Upgrade	Not Started
Pilot: Need tools for discussion and engagement.	Admin: Upgrade	Not Started
Pilot: Need tools for in-line commenting in videos.	Admin: Upgrade	Not Started
Recommended syllabus language regarding technology	AT	Not Started
Denver and Anschutz SubAccounts are mixed together, limiting admin options. Admin needs to separate. *includes UIS data update	Admin: Upgrade	In Progress
Automate Student Drop Reports (Use LTI?)	AT	In Progress
Wait List Students are not distinguished from normal students. Groups/Assignments/Grading is disrupted.	AT	Not Started

ITEMS ADDRESSED	PROJECT	STATUS
Lack of reporting and data functions	Canvas Data Project	On Hold
Faculty would like to see students' content viewing patterns crossed with performance context (gradebook)	Canvas Data Project	On Hold
Faculty and Admin Data Requests: + See students' time spent on activities and order of execution for activities. + Student Drop Report and Finaid Report (real-time) + Longitudinal Growth across curriculum and career, useful Outcomes + Assessment Performance (Quiz statistics) + A visible metric of student competency in Canvas + Feedback loop for repeat ticket issues to inform the impacted academic departments.	Canvas Data Project	On Hold
Reduce number of policies approved without shared governance. Increase transparency and provide notice for changes to Canvas or technology policies.	Partnership	In Progress
Adapt existing Canvas Guides to include CU specific pedagogy, processes, and application.	Guides L3	Not Started
Improve search for courses and people in Canvas	Archive Project	Not Started
More opportunities for discussing Canvas - open forum.	Partnership	In Progress
Continued AT shared governance in 2022	Partnership	In Progress
Improve Canvas training for students to prevent faculty from spending class time troubleshooting tech problems.	Guides L1	Not Started
Students are frustrated when faculty don't know Canvas well.	Guides L1	In Progress

THANK YOU!

Without the collective honesty, transparency and commitment to better shared governance, the Canvas Roadmap would not be possible.

We will release the next Progress Report
in January 2022

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