



Course Management System Selection Process

CMS SURVEYS AND REPORTS

Presented to the Academic Senate

April 12, 2016

TABLE OF CONTENTS

Contents

INTRODUCTION

About the Reports	2
Executive Summary	3
Initial feedback from Demo Days	4
CMS Selection Survey: Faculty	6
CMS Selection Survey: Administrators and Classified Professionals	10
Importance of Other Elements to Faculty	11
Student Focus Group	12
Accessibility Report	23
Appendix	25

About the Reports

Southwestern College's Distance Education Plan called for a Course Management System (CMS) review to take place in Spring 2016. The two systems being evaluated are **Blackboard Learn Ultra**, the new CMS from our current vendor, and **Canvas**, which has been selected by the CCC Online Education Initiative as the Common Course Management System.

This review has included vendor demonstration days, which were attended on campus as well as reviewed online in the CMS Selection area of the college website. All members of the campus community, including students, were invited to these events. Participants in both events, whether on campus or online, were invited to provide initial feedback, which is included in this report.

All employees were given the opportunity to test out both systems with demo accounts. At the end of the three-week testing period, detailed feedback was collected via a Class Climate survey. The results are included here.

Students were also involved in testing the two systems and providing feedback. The student focus group included ASO representatives, the student member of the Academic Technology Committee, and experienced online students, including one with a learning disability. The results of their work are shared in this report.

Additionally, Instructional High Tech Center Lab Technician Homer Lopez has provided his accessibility review of both systems, which incorporates information from the demo days, answers to questions asked of both vendors, and testing of the two systems.

We hope that variety of perspectives provided here proves helpful as the Academic Senate continues its work in this important area.

SURVEY ADMINISTRATORS

- Demo Days Surveys: Tom Luibel, Department Chair, Computer Information Systems
- Student Focus Group Survey: Beth Gray, Professor of Dental Hygiene
- CMS Selection Surveys: Tracy Schaelen, Distance Education Faculty Coordinator (with lots of help from David Wales and Andre Ortiz!)

CMS SELECTION TASK FORCE

- Patricia Flores-Charter, Disability Support Services and Academic Senate President
- Beth Gray, Professor of Dental Hygiene
- Tom Luibel, Department Chair, Computer Information Systems
- Mia McClellan, Dean of Instructional Support Services
- Kathy Tyner, Vice President of Academic Affairs
- Tracy Schaelen, Distance Education Faculty Coordinator
- Todd Williamson, Online Instructional Support Specialist

Executive Summary

Initial responses from the Demo Days favor Canvas by a large margin. Most respondents gave this system the highest rating, “love it.”

In the campus-wide selection survey, faculty preferred Canvas over Blackboard Ultra for all items of comparison. When asked which system is the best choice, however, the two systems are nearly tied: 49% Canvas and 51% Blackboard Ultra. The inconsistency here may be the result of several respondents who answered only this question and admittedly did not review both systems (see comments in the full report). Among faculty who teach fully online, Canvas was preferred; among faculty who teach hybrid courses, Canvas was also preferred.

Non-faculty responses were much smaller—six total—and were evenly split between Canvas and Blackboard Ultra.

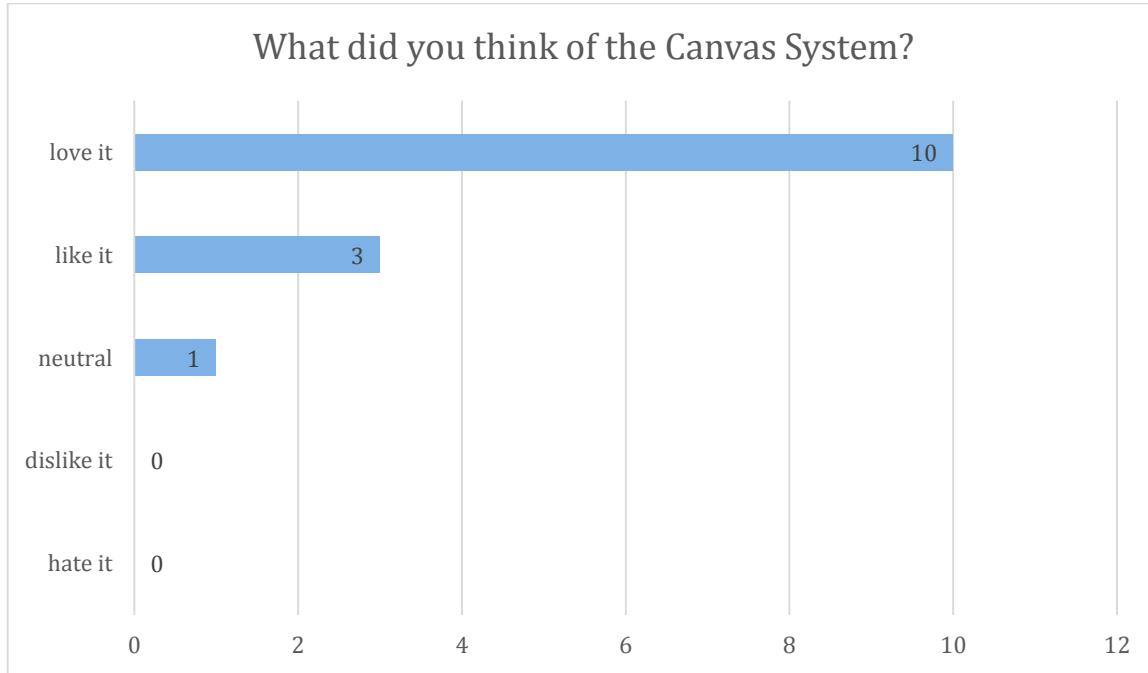
The student focus group preferred Canvas in 7 categories, Ultra in 2 categories, and were tied in one category. When asked which system is the best choice, students who submitted a choice unanimously chose Canvas. One student stated no preference.

Both systems passed our local accessibility check, and both have design features that make them easier to navigate than our current CMS.

Initial feedback from Demo Days

Participants in the CMS Demo Days (live and recorded) were invited to share their initial impressions of each system. Here is a summary of the results.

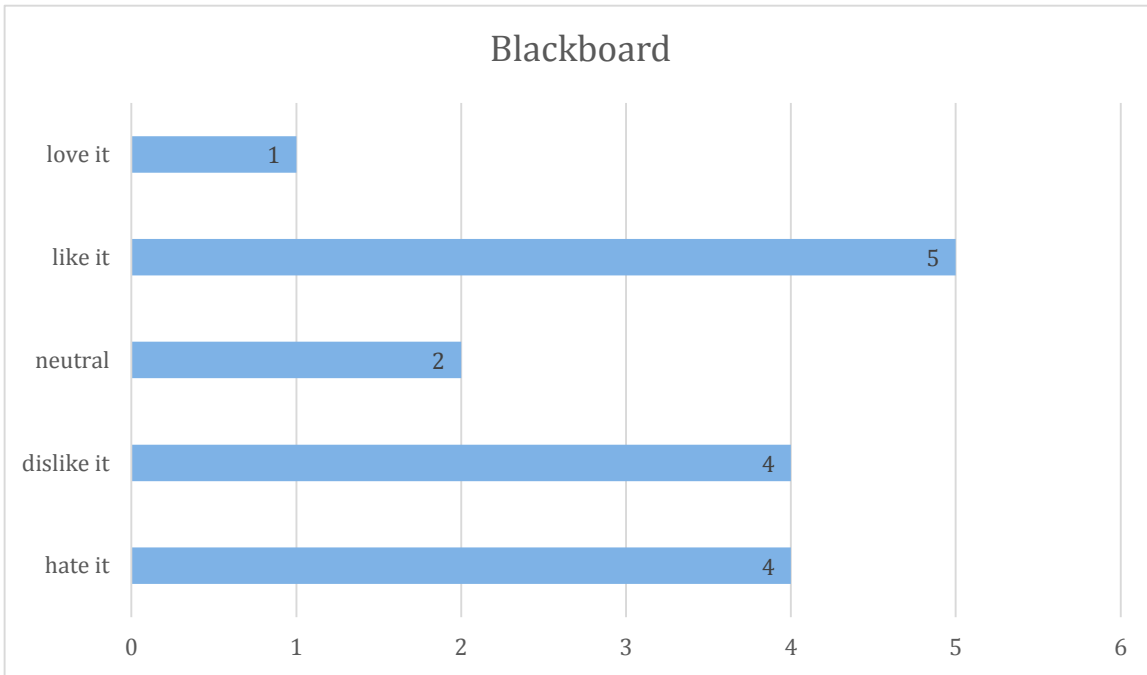
CANVAS



Please rate how important the following feature is:

Appealing User Interface		Easy to access items/areas with just a few clicks		User-friendly discussion area/tools	
0	not important	0	not important	0	
0	somewhat important	0	somewhat important	0	
2	important	2	important	5	
12	very important	12	very important	9	
Easy-to-understand grades area and feedback tools		Useful mobile app		Email/messaging capabilities	
0	not important	0	not important	0	
0	somewhat important	0	somewhat important	0	
4	important	3	important	2	
10	very important	11	very important	12	

BLACKBOARD LEARN ULTRA

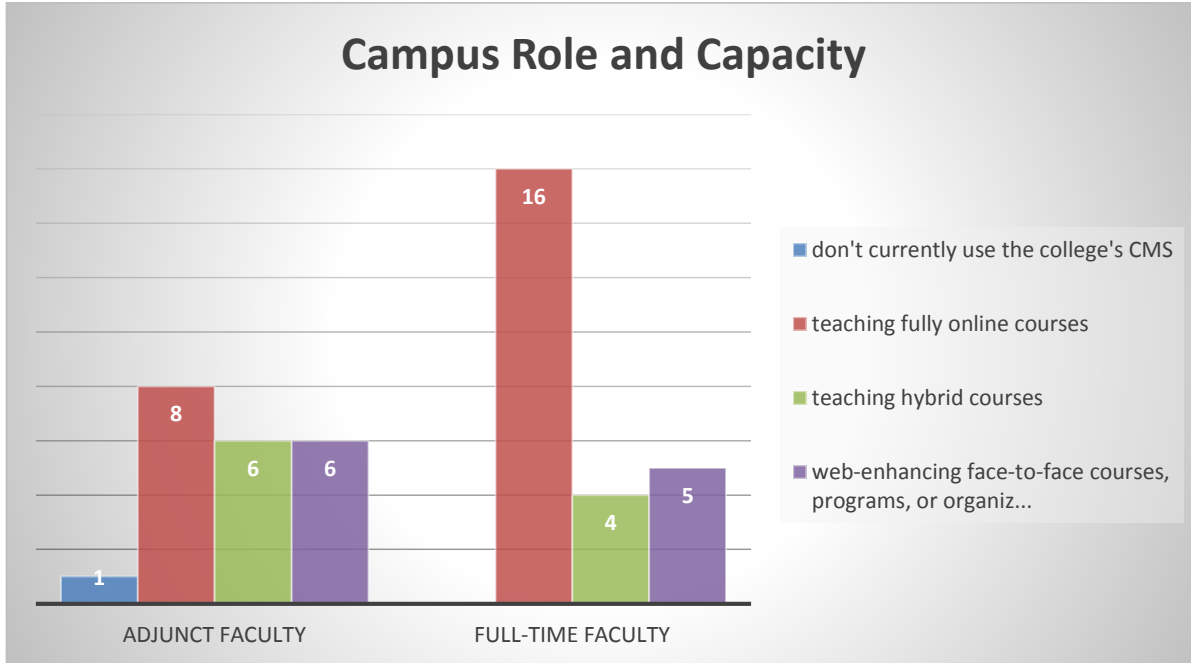


Please rate how important the following feature is:

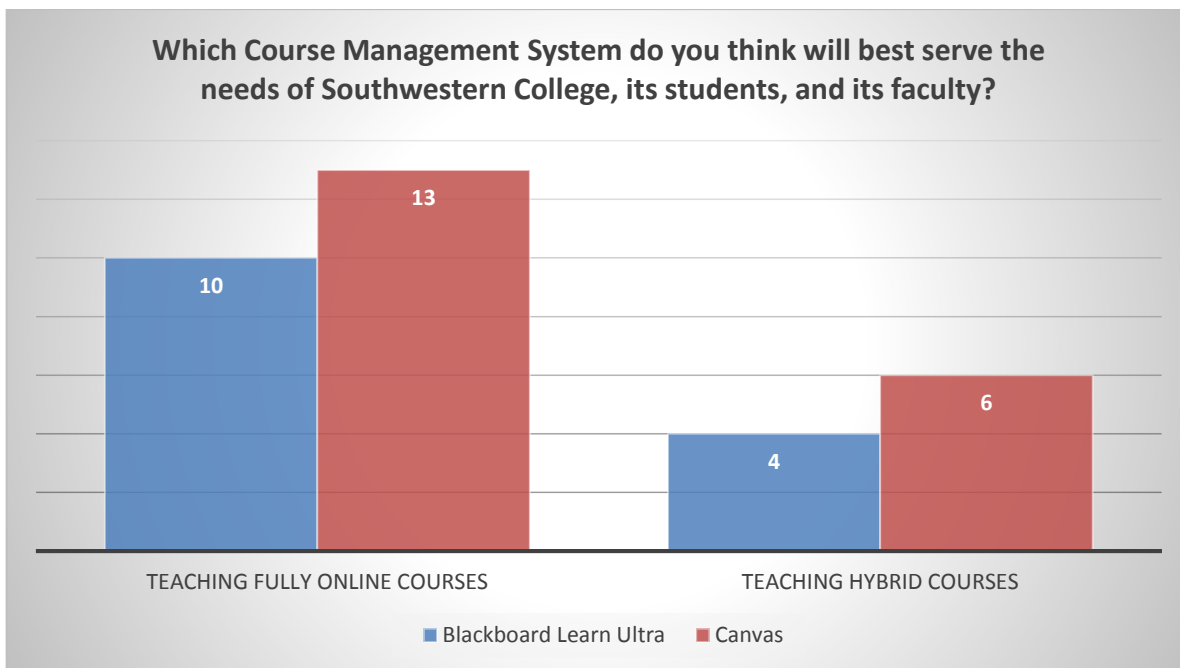
Appealing User Interface		Easy to access items/areas with just a few clicks		User-friendly discussion area/tools	
0	not important	0	not important	0	
0	somewhat important	0	somewhat important	0	
4	important	2	important	7	
11	very important	12	very important	9	
Easy-to-understand grades area and feedback tools		Useful mobile app		Email/messaging capabilities	
0	not important	1	not important	0	
0	somewhat important	0	somewhat important	2	
6	important	6	important	3	
10	very important	9	very important	11	

CMS Selection Survey: Faculty

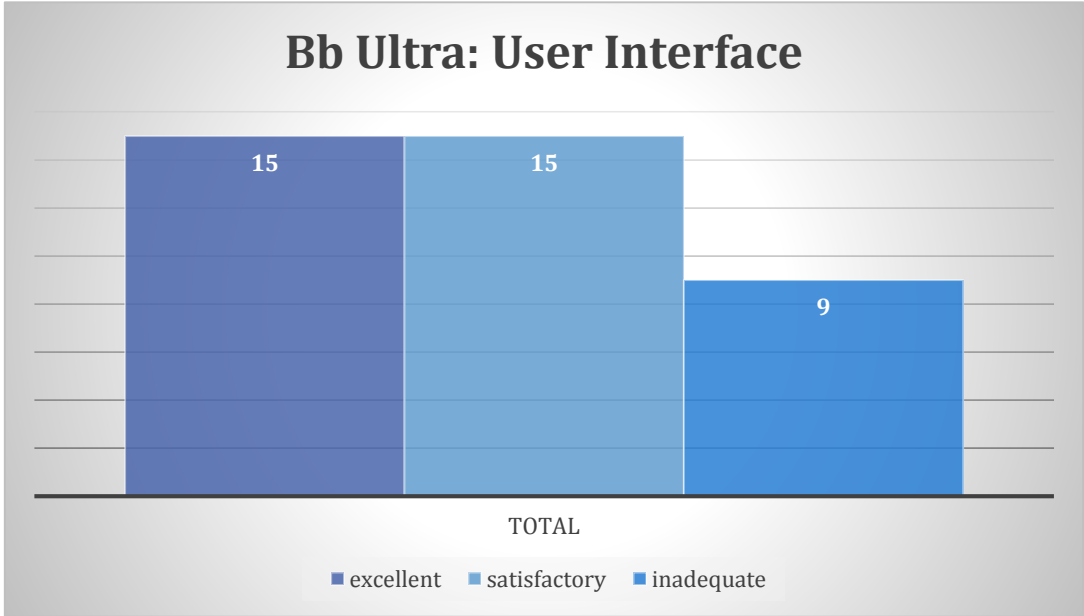
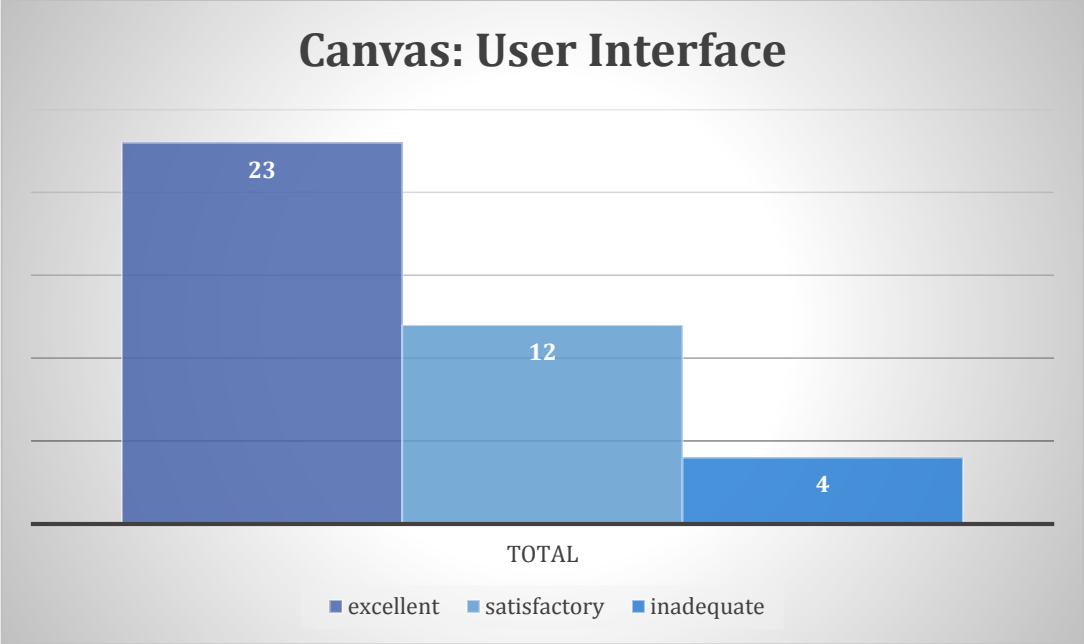
Faculty were invited to share their impressions of each system after the Demo Days and review period. 46 faculty participated. Selected items are spotlighted here, and the complete results can be found in the appendix.



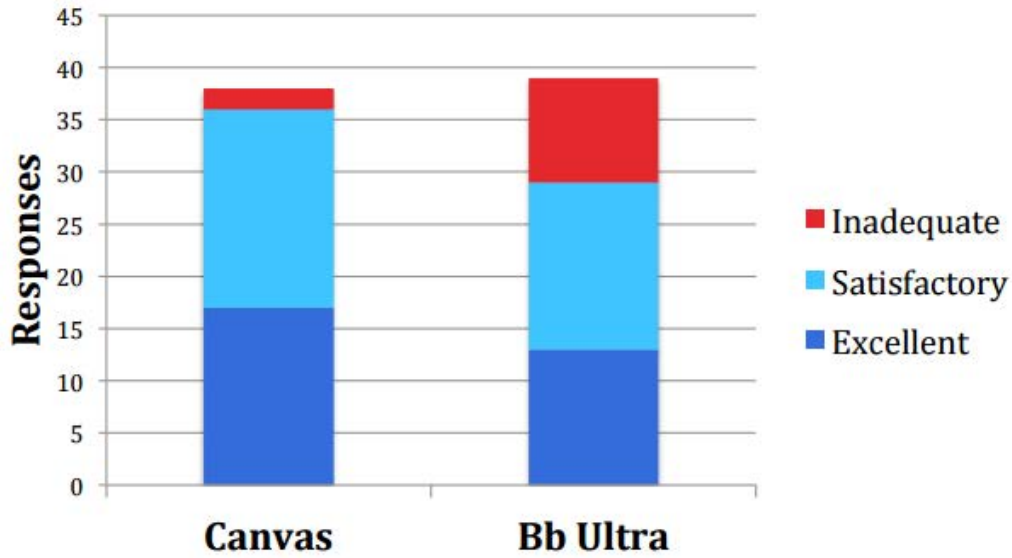
Preference:



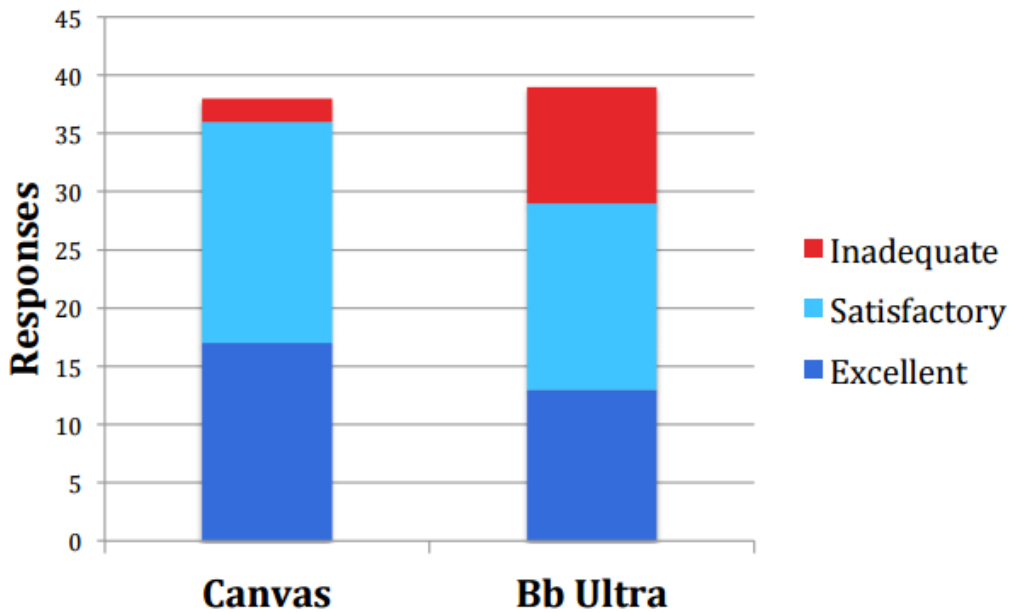
Selected responses:



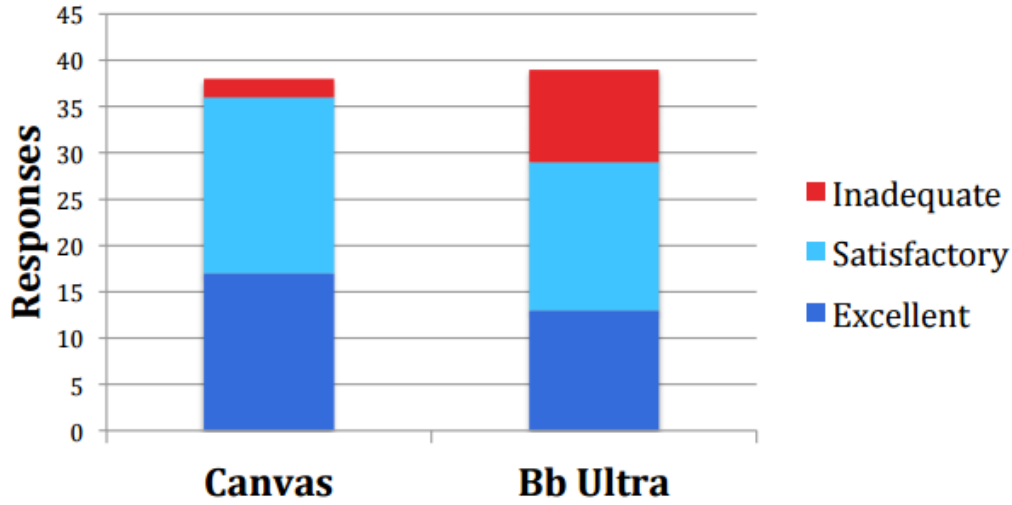
Intuitive Navigation & Streamlined Processes (Minimal Clicks)



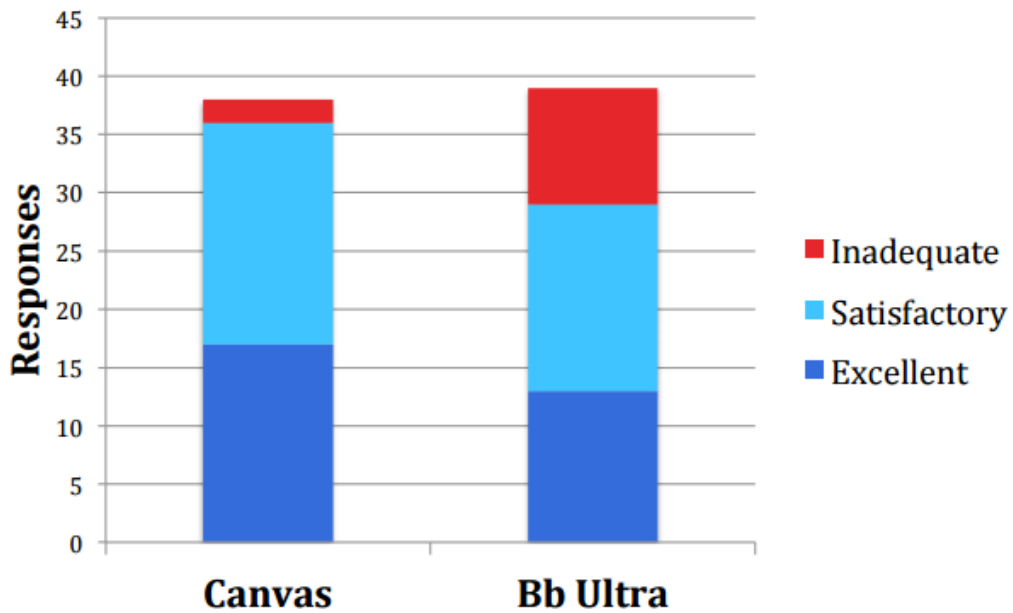
Email/Messaging System



Variety Of User-Friendly Content Presentation Options (Text Pages, Videos, Links, Embedding, Etc.)



Discussion Area/Tools



CMS Selection Survey: Administrators and Classified Professionals

While faculty are the biggest employee group using the college's Course Management System, it is used by non-faculty as well. 5 respondents were classified professionals, and one was an administrator. Survey results from non-faculty respondents are summarized below and included in the appendix.

1. General Information

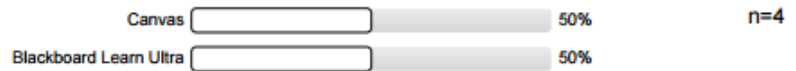
1.1) What is your primary role at Southwestern College?



1.2) In what capacity do you use the college's Course Management System (currently Blackboard Learn 9.1)? If you use the Course Management System (CMS) in several ways, please select your **primary** use.



2.4) Which Course Management System do you think will best serve the needs of Southwestern College, its students, and its faculty?



Importance of Other Elements to Faculty

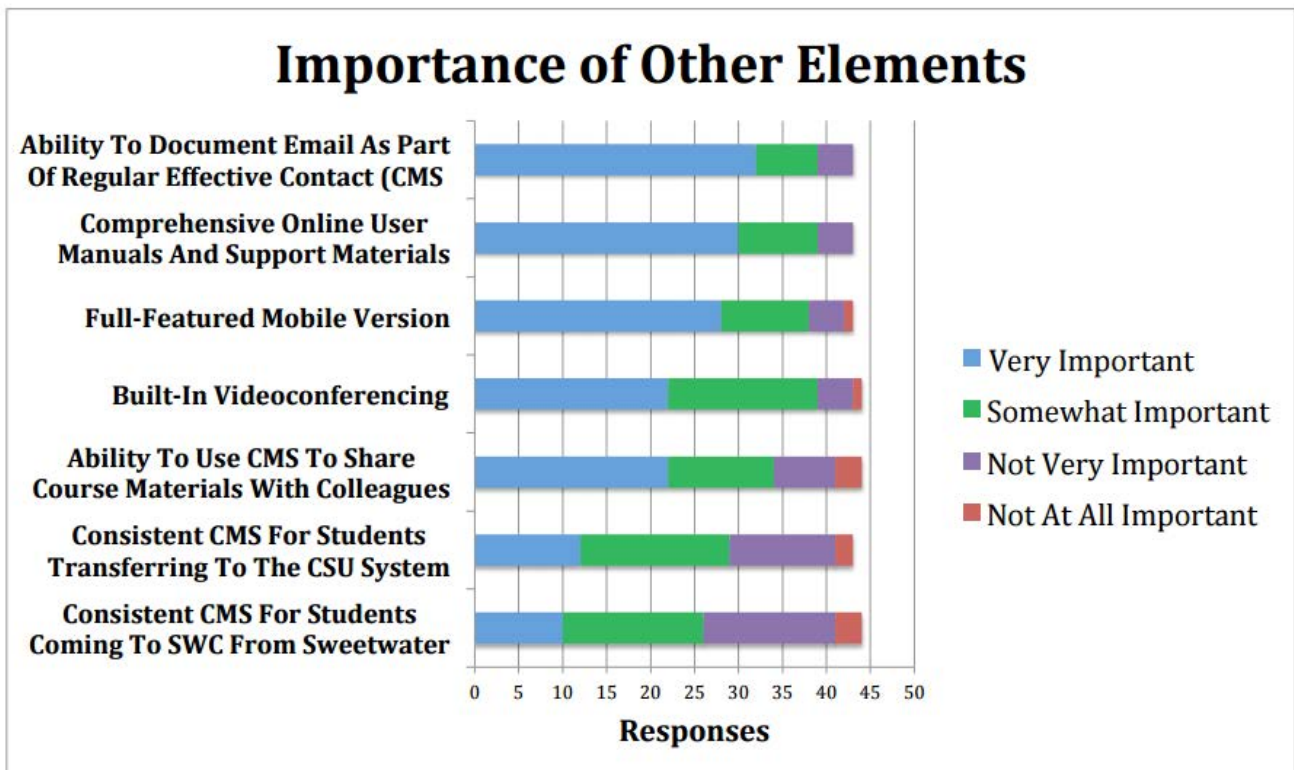
These items are listed in order of importance to faculty respondents.

The top-ranked item, “ability to document email as part of Regular Effective Contact (CMS can store email messages sent from the CMS and responses to those emails, including when the conversation is continued via email)” is unique to Canvas. Blackboard Ultra will only store messages sent and received within the CMS’s messaging system.

The second item, “Comprehensive Online User Manuals and Support Materials,” can be easily evaluated for both systems: [Canvas Guides](#) and [Blackboard Help: Ultra](#).

The third item is the CMS’s mobile version. To explore both systems on a mobile device, download the apps (for Canvas, type “swccd” for college). You can also read reviews in the app store.

The fourth item, built-in videoconferencing using the new Collaborate, is available in Blackboard Ultra at the “Learning Essentials” and “Learning Insight” pricing.

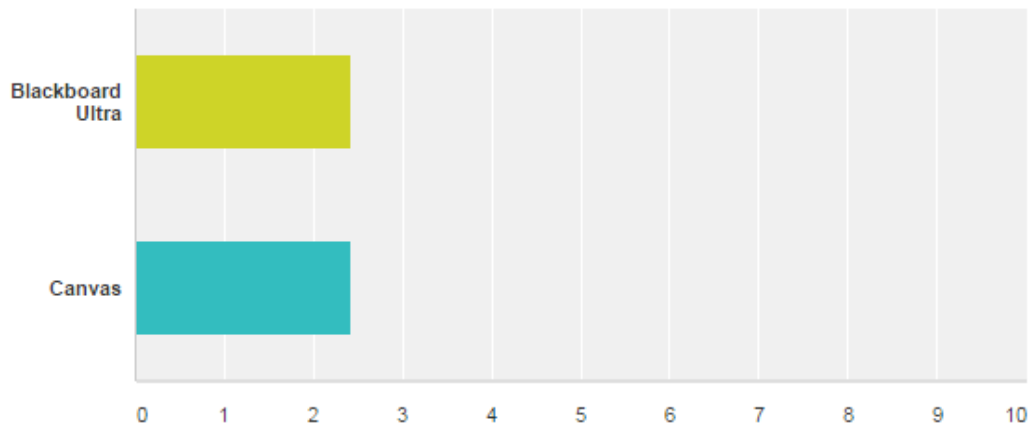


Student Focus Group

The student focus group spent time in both CMS environments. In a sample course for each system, they worked through a variety of common student activities, such as accessing content, contributing to a discussion, completing assessments, and checking grades. Their feedback is below.

Overall, the features and functionality in this CMS are:

Answered: 7 Skipped: 0



	Excellent	Satisfactory	Needs Improvement	N/A or Not Sure	Total	Weighted Average
Blackboard Ultra	57.14% 4	28.57% 2	14.29% 1	0.00% 0	7	2.43
Canvas	42.86% 3	57.14% 4	0.00% 0	0.00% 0	7	2.43

Comments (2)

Blackboard Ultra was a little confusing to navigate through. The calendar layout was not all that great. I felt that the site conceptually was good but needed some work to be done. I did not like that each item opened in a new type of window. Canvas calendar was perfect but I would like to see less on there for instance all the dates were listed and if one has learning disabilities it would be overwhelming to see all the dates listed. If it were listed per week or month would be better. I was viewing the site with Safari 6.0 and I was receiving many error messages because I have not updated my version, but I was still able to view all the information. I did like that all the weeks were listed as week 1 week 2... but I would like to see if week one is complete then have that button disappear or marked as complete. Overall I preferred Canvas due to the ease of viewing everything.

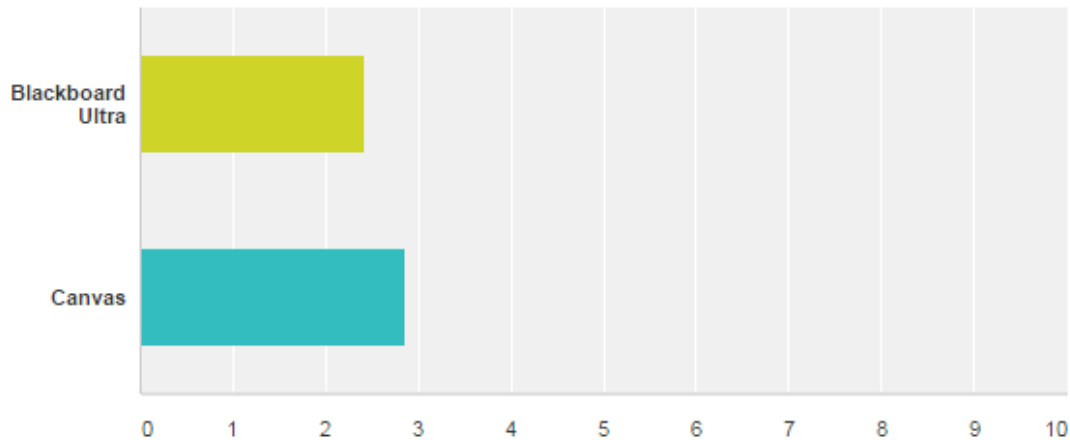
4/9/2016 11:16 AM

I think I would be comfortable with either. I preferred Canvas because the layout was so simple and easy to follow. Each week was easy to find and super well organized. I really enjoyed it! Blackboard's features were great (the ability to create a calendar was awesome), but I have to admit I was a little more confused about where week one was. I guess this could be remedied as long as the instructor was well organized - but I really appreciated that Canvas was easy to follow right out of the box! I could see this being super helpful to those who weren't technology inclined.

3/29/2016 5:13 AM

Navigation through the CMS to find everything I need is:

Answered: 7 Skipped: 0



	Excellent	Satisfactory	Needs Improvement	N/A or Not Sure	Total	Weighted Average
Blackboard Ultra	57.14% 4	28.57% 2	14.29% 1	0.00% 0	7	2.43
Canvas	85.71% 6	14.29% 1	0.00% 0	0.00% 0	7	2.86

Comments (3)

Both sites worked well but in Ultra i did not like that each task opened in a new "window" it could be distracting with someone with learning disabilities or another disability. The navigation was better through Canvas

4/9/2016 11:16 AM

It was harder to not only log in, but also to find things on canvas initially

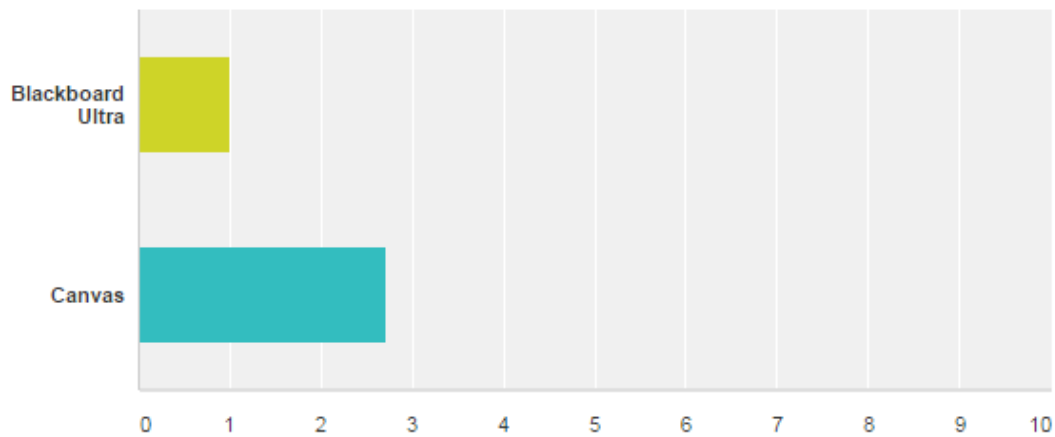
4/8/2016 4:49 PM

Although Blackboard's features were great, it seems that I might have to do more exploration to get the full benefit. To be honest, when I first started the course, I couldn't locate week one-- so I sort of clicked random links for a while. Then I realized that whatever was posted most have been week one, and I was able to complete it. With Canvas, there was no confusio at all. I was very impressed by how everything was layed out, how organized it all was, how wasy it was to find things. I think I smiled the whole time! Blackboard might be for a more experienced user, or might require more organization on the instructor's part to be as effective-- as we know, the effectiveness/organization of instructors can really vary!

3/29/2016 5:13 AM

Accessing and completing a quiz/test is:

Answered: 7 Skipped: 0



	Excellent	Satisfactory	Needs Improvement	N/A or Not Sure	Total	Weighted Average
Blackboard Ultra	0.00% 0	0.00% 0	42.86% 3	57.14% 4	7	1.00
Canvas	71.43% 5	28.57% 2	0.00% 0	0.00% 0	7	2.71

Comments (5)

Canvas was easier to take the test. When taking the test in Ultra I had not clue what the small arrows on the left side of the question was about. I did not know if that was to save the question. little confusing. I did however like that there was a small window on the right side showing the number of questions on the test and which were completed not completed and one can click on anyone and it would scroll you to that question that you wanted to view.

4/9/2016 11:16 AM

taking a quiz was more straightforward on canvas

4/8/2016 4:49 PM

There was no quiz for Ultra. The feature I liked most about Canvas was that the correct answer is outlined with a red box and an explanation for the incorrect answer is given.

3/29/2016 10:51 AM

I don't believe there was a quiz for the Blackboard sandbox. As for Canvas, I enjoyed it a lot. I liked the interface. It was easy to use. The introduction was great, and the results were easily interpreted.

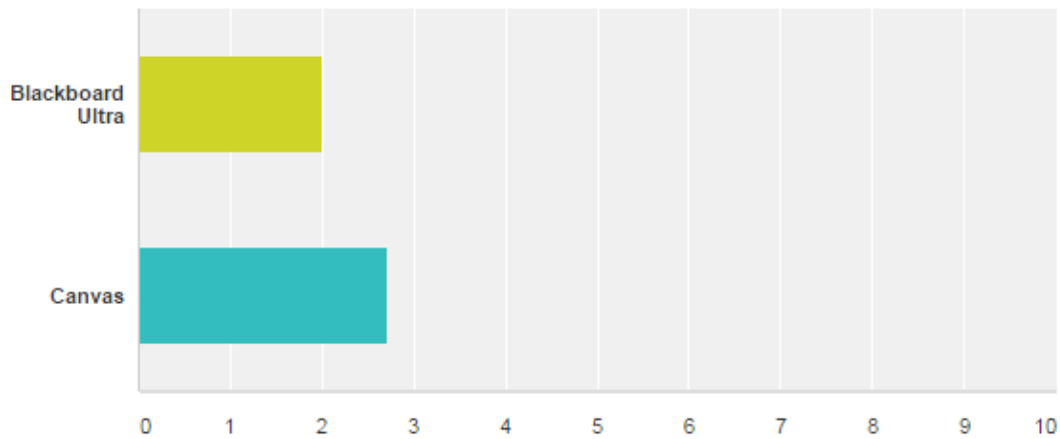
3/29/2016 5:13 AM

I could not find the "Take Quiz" section for Blackboard Ultra. Canvas was pretty straight forward and easy to find.

3/28/2016 10:36 PM

The Grade Book design is:

Answered: 7 Skipped: 0



	Excellent	Satisfactory	Needs Improvement	N/A or Not Sure	Total	Weighted Average
Blackboard Ultra	14.29% 1	71.43% 5	14.29% 1	0.00% 0	7	2.00
Canvas	71.43% 5	28.57% 2	0.00% 0	0.00% 0	7	2.71

Comments (4)

I felt that both sites were good in posting the grades. I did not feel that one was superior over the other. they were understandable to view and read.

4/9/2016 11:16 AM

Different ways for each, both work

4/8/2016 4:49 PM

Easier to keep track of assignments with canvas.

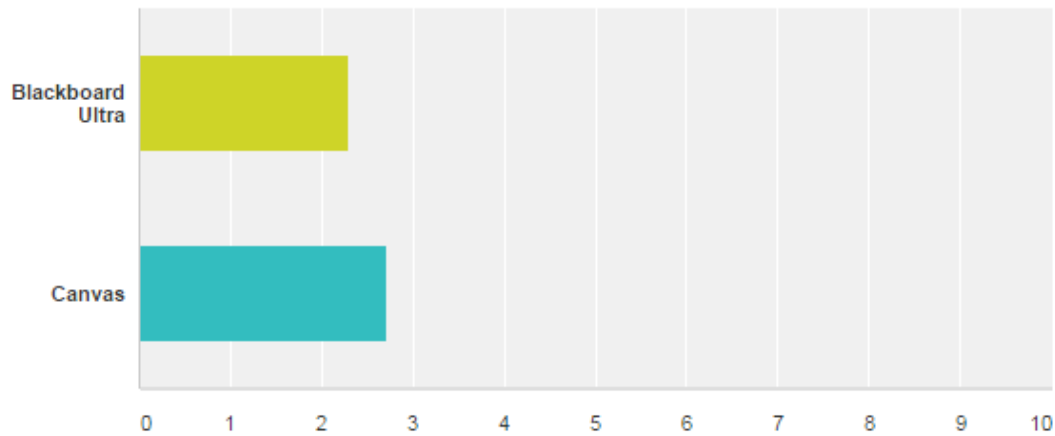
3/29/2016 10:51 AM

I didn't receive a grade for Blackboard, so as far as I can see it seems satisfactory. It was easy enough to find, and does what's needed. As for Canvas, it was the same in those regards: I could find it easily, it was easy to understand-- but as a bonus, you could enter a hypothetical grade to see how it affected your current grade! Wow! When I took online classes, I know how much time I spent doing math and calculating percentages to see exactly how much I would have to score to get a certain grade. This feature would have been really useful to me! That's so cool.

3/29/2016 5:13 AM

The ability to access and use course content (text, multimedia, and links) is:

Answered: 7 Skipped: 0



	Excellent	Satisfactory	Needs Improvement	N/A or Not Sure	Total	Weighted Average
Blackboard Ultra	42.86% 3	42.86% 3	14.29% 1	0.00% 0	7	2.29
Canvas	85.71% 6	0.00% 0	14.29% 1	0.00% 0	7	2.71

Comments (3)

I got a little lost in the discussion board in Canvas. I was not sure if i was click on the right area to reply to the instructors posted question or replying to a student post. I was a little weary about clicking and responding to the wrong one.

4/9/2016 11:16 AM

Canvas is more organized than ultra

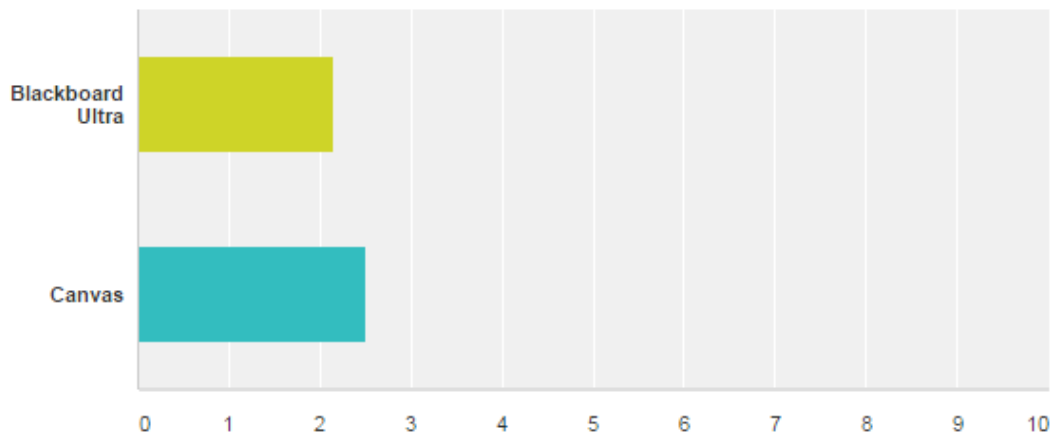
4/8/2016 4:49 PM

They both basially worked the same. You see a link, click it, and it pop up in another window. Where Canvas was better than Blackboard is that it was more user friendly. The links were embedded into the syllabus, or the module, and was so easy to find and make sense of. I like that I can look back and say, "Yes. I've done everything I had to." I didn't really have that feeling with Blackboard, because the links were just uploaded to the activity stream without much context or introduction. I believe that an online course is best when it if fully explained-- when I'm not confused by what to do. This is what gave Canvas the advantage-- the overall cohesiveness.

3/29/2016 5:13 AM

The CMS ease-of-use (learning curve, help resources, consistent experience) is:

Answered: 7 Skipped: 0



	Excellent	Satisfactory	Needs Improvement	N/A or Not Sure	Total	Weighted Average
Blackboard Ultra	28.57% 2	57.14% 4	14.29% 1	0.00% 0	7	2.14
Canvas	57.14% 4	14.29% 1	14.29% 1	14.29% 1	7	2.50

Comments (3)

The ease of use would have to be canvas because like i said earlier in Ultra I got a little lost in where I was at. I have dyslexia (I am getting better with dealing with my learning disability) and seeing the window and background window made me loose focus.

4/9/2016 11:16 AM

harder to acclimate to canvas even if once grasped it is better

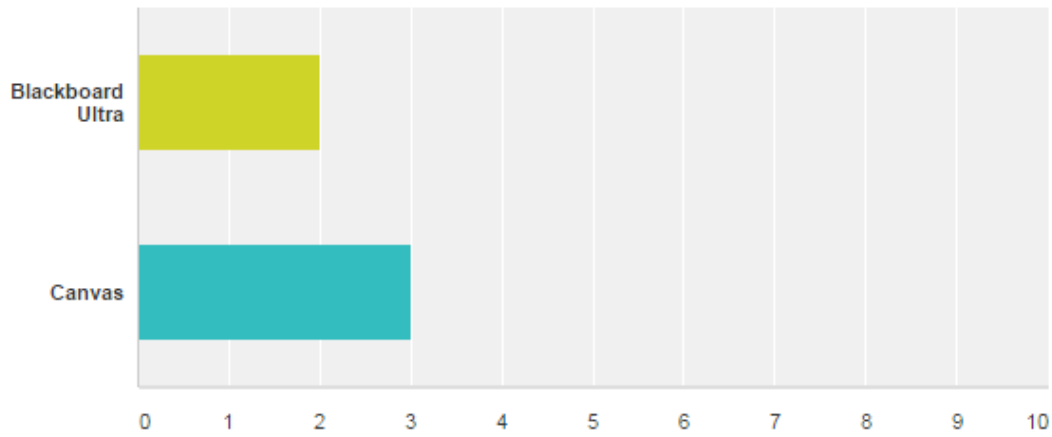
4/8/2016 4:49 PM

Blackboard was okay. I like the technology and modern look-- but that doesn't really matter if it's harder to use. Students should focus on coursework, and not have to give too much thought to tech aspect. I liked some of Blackboard's features, like the calendar, but again I have my own apps for organization so I'm not sold on that. As for Canvas, I was very impressed with how easy it was to understand everything! It was a breeze. Everything was well explained. I feel like anyone could be comfortable using it.

3/29/2016 5:13 AM

Accessing the CMS on a mobile device is:

Answered: 7 Skipped: 0



	Excellent	Satisfactory	Needs Improvement	N/A or Not Sure	Total	Weighted Average
Blackboard Ultra	0.00% 0	14.29% 1	0.00% 0	85.71% 6	7	2.00
Canvas	14.29% 1	0.00% 0	0.00% 0	85.71% 6	7	3.00

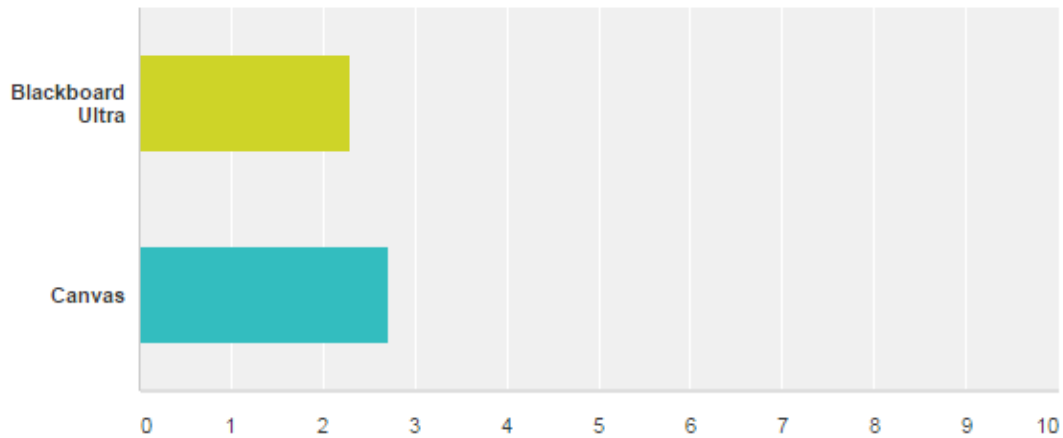
Comments (2)

Sorry i did not test the sites on a portable devise.
4/9/2016 11:16 AM

I didn't do the work from a mobile device, so I don't really have feedback.
3/29/2016 5:13 AM

Communicating using the discussion board is:

Answered: 7 Skipped: 0



	Excellent	Satisfactory	Needs Improvement	N/A or Not Sure	Total	Weighted Average
Blackboard Ultra	42.86% 3	42.86% 3	14.29% 1	0.00% 0	7	2.29
Canvas	71.43% 5	28.57% 2	0.00% 0	0.00% 0	7	2.71

Comments (2)

more difficult to discern different posters in each discussion in ultra

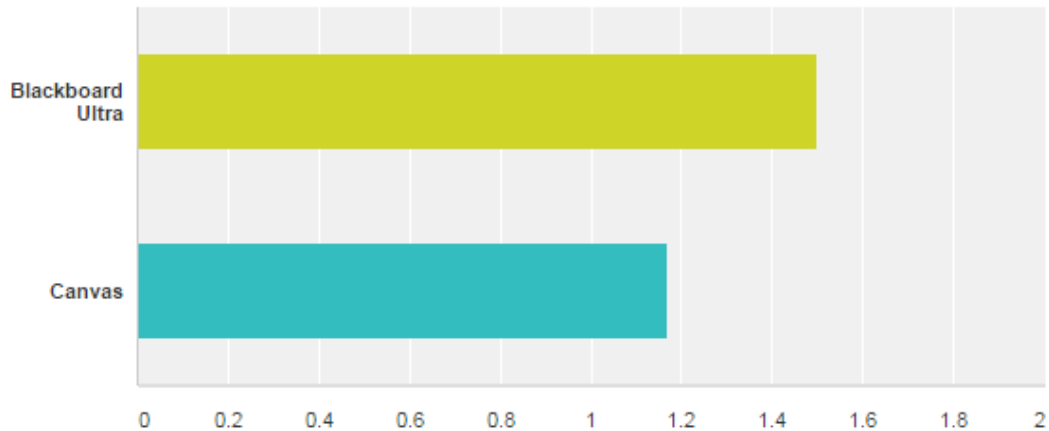
4/8/2016 4:49 PM

Functionality was they seemed about the same. Easy to use, to reply, etc. But Canvas was easier to find, because all of the links are always on the left side. To find discussions on Blackboard, I could either click the activity stream to find my latest post, or I had to click on the course to find the discussion. Overall-- not too hard, but Canvas was definitely more efficient because I could locate it with one click.

3/29/2016 5:13 AM

**Communicating using other tools
(announcements, group tools, calendar,
video conferencing, blogging,
email/messaging, notifications) is:**

Answered: 7 Skipped: 0



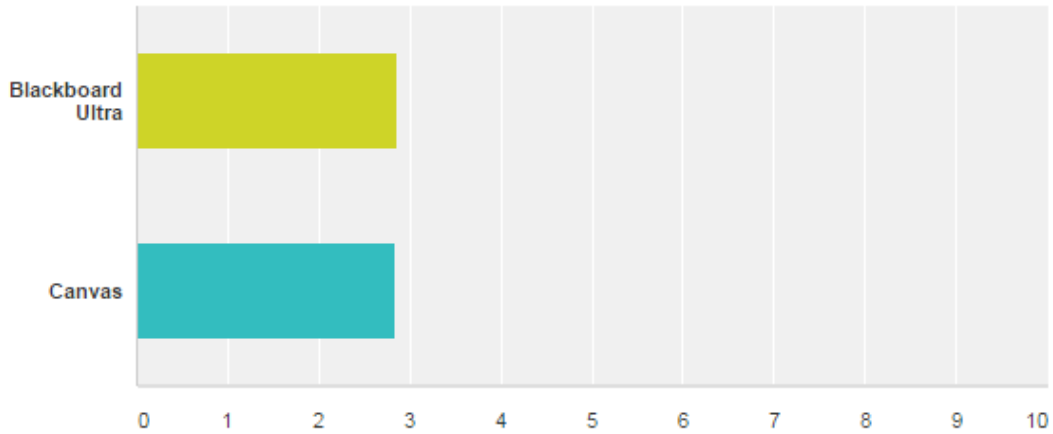
	Excellent	Satisfactory	Needs Improvement	N/A or Not Sure	Total	Weighted Average
Blackboard Ultra	42.86% 3	42.86% 3	0.00% 0	14.29% 1	7	1.50
Canvas	71.43% 5	14.29% 1	0.00% 0	14.29% 1	7	1.17

Comments (1)

I thought they were equal. It was easy to post comments on assignments, discussion boards, etc. I haven't received a reply back, so I can't evaluate that aspect.
3/29/2016 5:13 AM

Accessing and submitting assignments is:

Answered: 7 Skipped: 0



	Excellent	Satisfactory	Needs Improvement	N/A or Not Sure	Total	Weighted Average
Blackboard Ultra	85.71% 6	14.29% 1	0.00% 0	0.00% 0	7	2.86
Canvas	83.33% 5	16.67% 1	0.00% 0	0.00% 0	6	2.83

Comments (2)

I did like that Ultra had a link to Google drive to access files for uploading into course submission. It would be nice to see Canvas having that option.

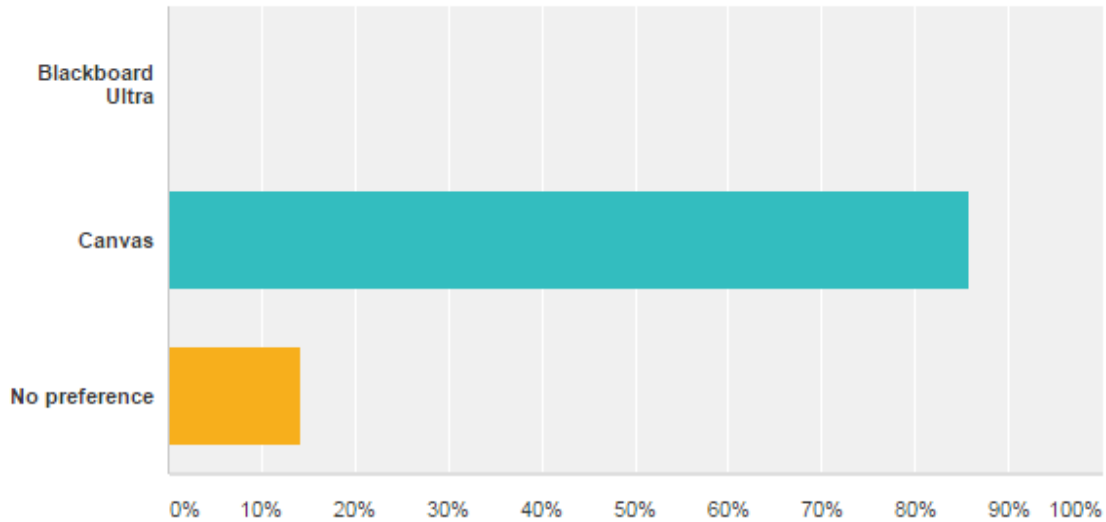
4/9/2016 11:16 AM

Both were simple and straight forward, with due dates that were easily recognizable.

3/29/2016 5:13 AM

Based on your exploration of Blackboard Ultra and Canvas, which CMS do you think will best serve Southwestern's online education needs for the next five years?

Answered: 7 Skipped: 0



Answer Choices	Responses
Blackboard Ultra	0.00% 0
Canvas	85.71% 6
No preference	14.29% 1
Total	7

Comments (1)

I feel that while having an older browser for my internet connection i was still able to navigate and view the contents of the site.
4/9/2016 11:16 AM

Accessibility Report

Homer Lopez has contributed his substantial expertise to this project by meeting with both vendors and reviewing their products for accessibility compliance and ease of use in a variety of situations. His report is included here.

“The Demos - *Ultra* and *Canvas*”

- Both platforms look intuitive and easy to use.
- They both have a simple and clean design.
- The App feature on both platforms look promising.
- Canvas looks ready to use were *Ultra* is still in the making or finishing touches.
- Both, *Canvas* and *Ultra* Engineers said that their LMS was screen reader and keyboard accessible.

“The Testing – *Ultra* and *Canvas*”

As Visual User.

I really like both platforms. They both look very similar. The capability to do audio and video messages is refreshing. In terms of navigation, I find *Ultra* a little harder than *Canvas*. *Ultra* opens up a new “layer or level” page on top and I would feel more comfortable to have just one “level” open at a time.

As Visual Impaired User using screen reader Jaws for Windows v17.

In general terms, I was able to navigate solely with a keyboard and both platforms responded very well. Even the areas where it has an embedded video player (finally!).

- Both platforms have gone thru a Voluntary Product Accessibility Template (VPAT) and they both are committed to comply with section 508 and WCAG 2.0 standards (information from their respective website).

Conclusion

In conclusion, I don’t have a definitive winner. Both platforms have similar interface. Blackboard has change a lot with their new look *Ultra*, and it bodes well with today’s overall technology. *Canvas* is an eye-catching alternative.

Aside from staying with Blackboard or switching to Canvas we should establish DE accessibility guidelines.

1. Faculty Professional Development

- a. Sessions focused on Universal design
- b. Seminars in Online Teaching
- c. Multimedia workshops

2. General Access Strategies by Media Type (HTCTU)

- a. **Text** Make use of semantic markup capabilities to identify message elements such as headings, lists, page numbers, and footnotes. Use at least 11 pt. fonts, and always ensure strong contrast between the font color and the background color. When possible, utilize a style sheet so the end user can determine how text will be rendered. HTML is generally accessible to most assistive technologies, such as screen readers and electronic reading systems.
- b. **Images** Provide a textual equivalent that can be rendered into an accessible format via assistive technology for non-sighted viewers. Keep your descriptions concise and specific to the main point of the image. For complex images, describe the image using a caption or a separate text document that can be accessed via the 'longdesc' attribute.
- c. **Audio** Provide a text transcript of the audio information that can be rendered into an accessible format via assistive technology for students with disabilities.
- d. **Video** Captioning should be put in place (open or closed) in order to provide an equivalent experience for individuals who are unable to hear the audio content.
- e. **Complex** Complex media, which includes applications, interactive content, a content management system, or a file containing multiple media types (i.e., text, images, audio, and video), must begin with the best practices for accessibility in each of the included media types. In addition, appropriate markup of headings and other content must be applied to each of the different media types from beginning to end. By applying appropriate markup and definition to content, as well as the document or delivery system it is contained within, assistive technologies can better process and interact with the complex media.

Homer Lopez
Instructional High Tech Center Lab Technician
Disability Support Services
Southwestern College

Appendix

The Class Climate surveys and complete reports are housed here. One formatting note: Written feedback was collected in each section, but it is all grouped together in the report. Comments are organized by question, in order.

CMS SELECTION SURVEY: BLANK

1 General Information				
1.1	What is your primary role at Southwestern College?	<input type="radio"/> Full-time faculty	<input type="radio"/> Adjunct faculty	
		<input type="radio"/> Classified professional	<input type="radio"/> Administrator	
1.2	In what capacity do you use the college's Course Management System (currently Blackboard Learn 9.1)? If you use the Course Management System (CMS) in several ways, please select your primary use.	<input type="radio"/> teaching fully online courses	<input type="radio"/> teaching hybrid courses	
		<input type="radio"/> web-enhancing face-to-face courses, programs, or organizations	<input type="radio"/> don't currently use the college's CMS	
Delivery of Instruction: Based on what you have learned about Blackboard Learn Ultra (Bb Ultra) and Canvas, please rate each system on the following features.				
		excellent	satisfactory	inadequate don't know
2.14	Canvas: ability to organize course materials effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="radio"/>
2.15	Bb Ultra: ability to organize course materials effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="radio"/>
2.16	Canvas: variety of user-friendly content presentation options (text pages, videos, links, embedding, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="radio"/>
2.17	Bb Ultra: variety of user-friendly content presentation options (text pages, videos, links, embedding, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="radio"/>
2.18	Canvas: announcement tool and options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="radio"/>
2.19	Bb Ultra: announcement tool and options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="radio"/>
2.20	Comments about instructional capabilities:	<div style="border: 1px solid black; height: 40px;"></div>		
Interaction & Assessment: Based on what you have learned about Blackboard Learn Ultra (Bb Ultra) and Canvas, please rate each system on the following features.				
		excellent	satisfactory	inadequate don't know
2.21	Canvas: discussion area/tools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="radio"/>
2.22	Bb Ultra: discussion area/tools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="radio"/>
2.23	Canvas: collaboration options (groups, peer review, collaboration tools)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="radio"/>
2.24	Bb Ultra: collaboration options (groups, peer review, collaboration tools)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="radio"/>
2.25	Canvas: test, quizzes, and surveys	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="radio"/>
2.26	Bb Ultra: test, quizzes, and surveys	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="radio"/>
2.27	Canvas: assignment creation/submission & feedback options (rubric, annotation, audio, video)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="radio"/>
2.28	Bb Ultra: assignment creation/submission & feedback options (rubric, annotation, audio, video)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="radio"/>
2.29	Canvas: gradebook format and features	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="radio"/>
2.30	Bb Ultra: gradebook format and features	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="radio"/>
2.31	Comments about interaction and assessment capabilities:	<div style="border: 1px solid black; height: 40px;"></div>		

How important should each of the following elements be in selecting our Course Management System?

very important somewhat important not very important not at all important

2.32	full-featured mobile version	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.33	comprehensive online user manuals and support materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.34	built-in videoconferencing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.35	ability to document email as part of Regular Effective Contact (CMS can store email messages sent from the CMS and responses to those messages, including when the conversation is continued via email)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.36	ability to use CMS to share course materials with colleagues in one's department, college, and CCC system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.37	consistent CMS for students coming to SWC from Sweetwater Union High School District	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.38	consistent CMS for students transferring to the CSU system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2.39 What do you see as the greatest strengths and/or weaknesses of Canvas?

2.40 What do you see as the greatest strengths and/or weaknesses of Blackboard Learn Ultra?

2.41 Which Course Management System do you think will best serve the needs of Southwestern College, its students, and its faculty?

Canvas Blackboard Learn Ultra

2.42 Please explain your choice.

CMS SELECTION SURVEY RESULTS: FACULTY

Professor Tracy Schaelen

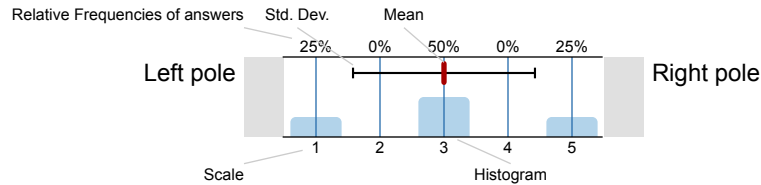
Course Management System Selection Survey: Faculty ()
No. of responses = 46



Survey Results

Legend

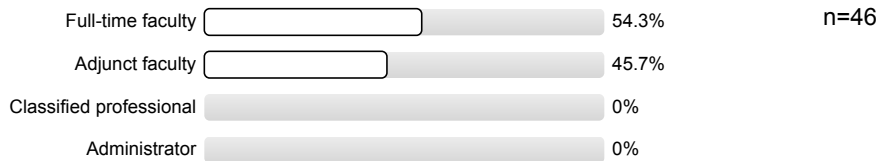
Question text



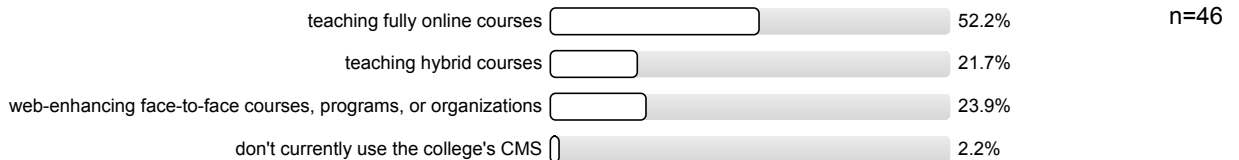
n=No. of responses
av.=Mean
dev.=Std. Dev.
ab.=Abstention

1. General Information

1.1) What is your primary role at Southwestern College?

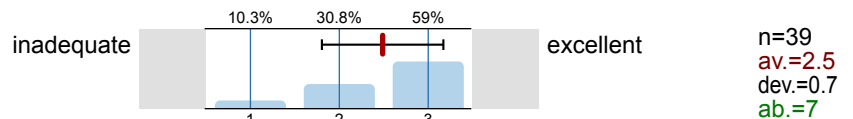


1.2) In what capacity do you use the college's Course Management System (currently Blackboard Learn 9.1)? If you use the Course Management System (CMS) in several ways, please select your **primary** use.

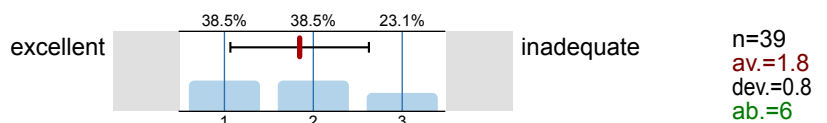


2. Rating and Feedback

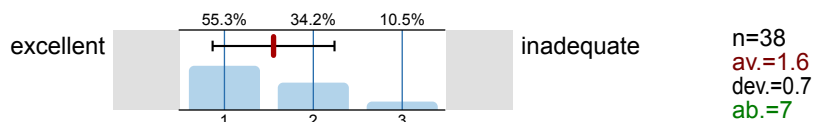
2.1) **Canvas:** user interface



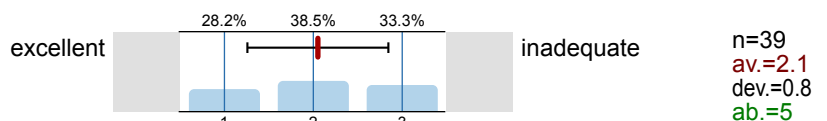
2.2) **Bb Ultra:** user interface

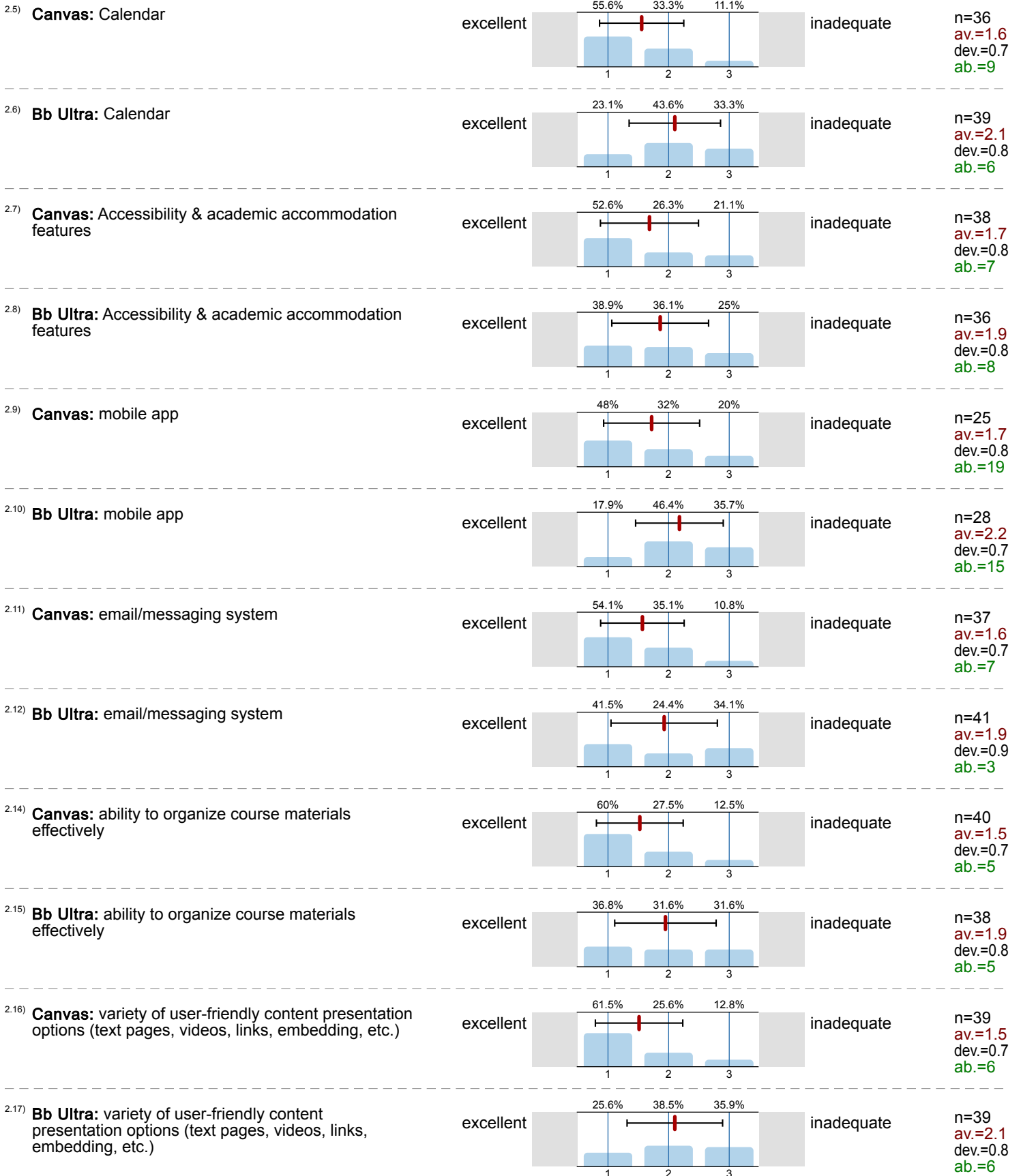


2.3) **Canvas:** intuitive navigation & streamlined processes (minimal clicks)

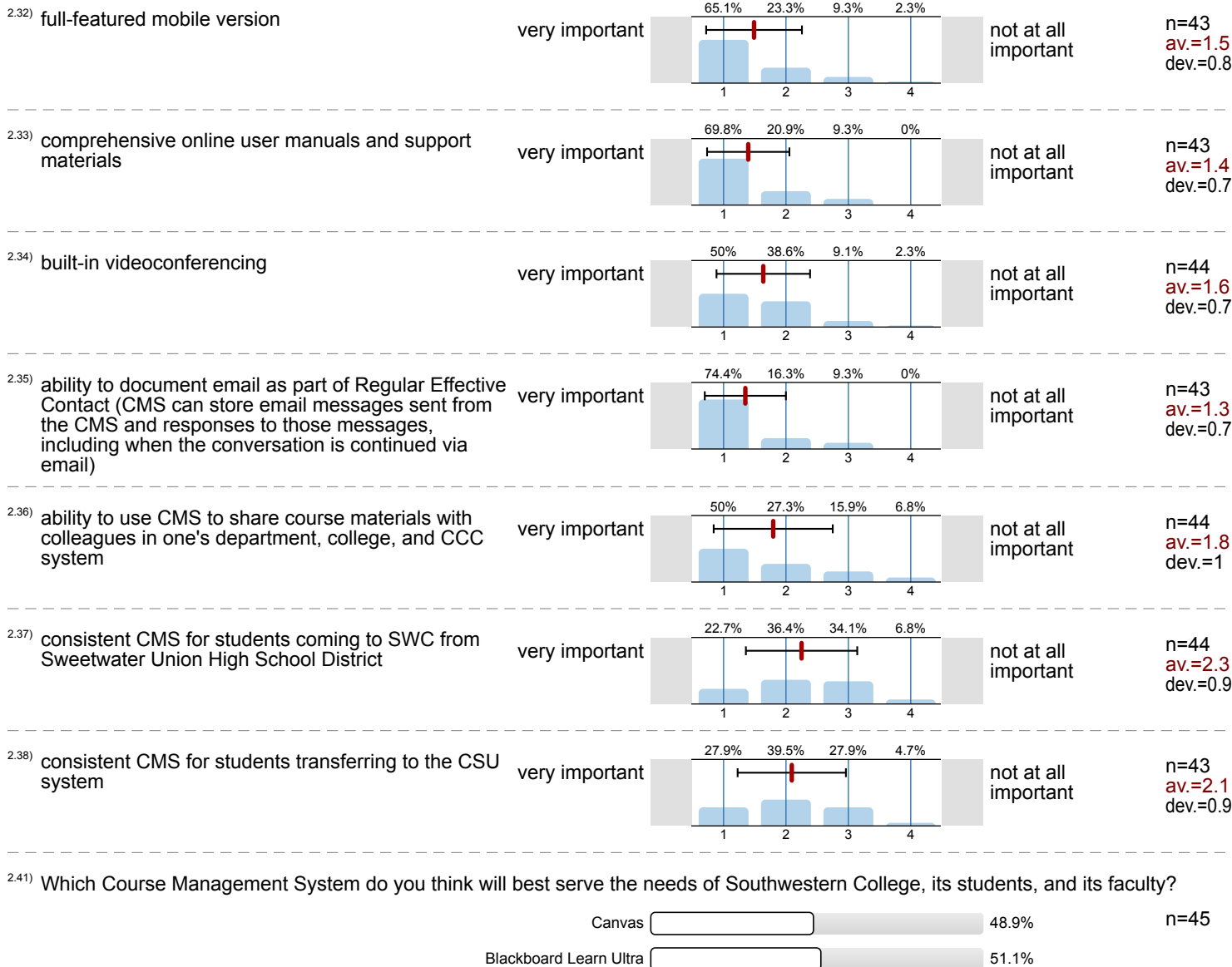


2.4) **Bb Ultra:** intuitive navigation & streamlined processes (minimal clicks)





2.18)	Canvas: announcement tool and options		n=38 av.=1.5 dev.=0.6 ab.=7
2.19)	Bb Ultra: announcement tool and options		n=40 av.=2 dev.=0.8 ab.=4
2.21)	Canvas: discussion area/tools		n=38 av.=1.6 dev.=0.6 ab.=7
2.22)	Bb Ultra: discussion area/tools		n=39 av.=1.9 dev.=0.8 ab.=6
2.23)	Canvas: collaboration options (groups, peer review, collaboration tools)		n=32 av.=1.5 dev.=0.6 ab.=11
2.24)	Bb Ultra: collaboration options (groups, peer review, collaboration tools)		n=34 av.=2 dev.=0.8 ab.=11
2.25)	Canvas: test, quizzes, and surveys		n=34 av.=1.6 dev.=0.7 ab.=11
2.26)	Bb Ultra: test, quizzes, and surveys		n=37 av.=2.1 dev.=0.8 ab.=7
2.27)	Canvas: assignment creation/submission & feedback options (rubric, annotation, audio, video)		n=35 av.=1.6 dev.=0.7 ab.=9
2.28)	Bb Ultra: assignment creation/submission & feedback options (rubric, annotation, audio, video)		n=37 av.=2.1 dev.=0.8 ab.=8
2.29)	Canvas: gradebook format and features		n=35 av.=1.7 dev.=0.7 ab.=10
2.30)	Bb Ultra: gradebook format and features		n=39 av.=2 dev.=0.8 ab.=6

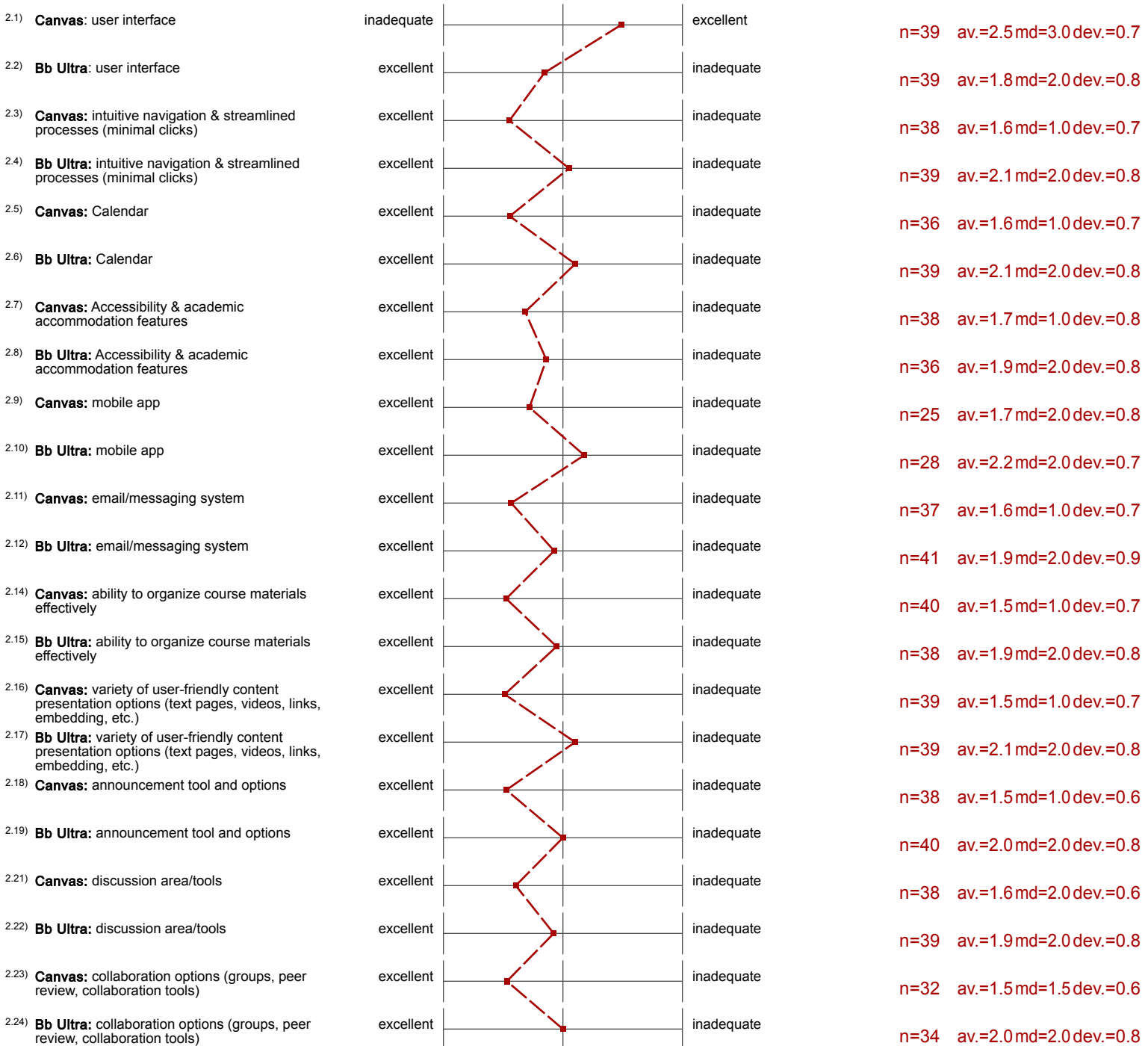


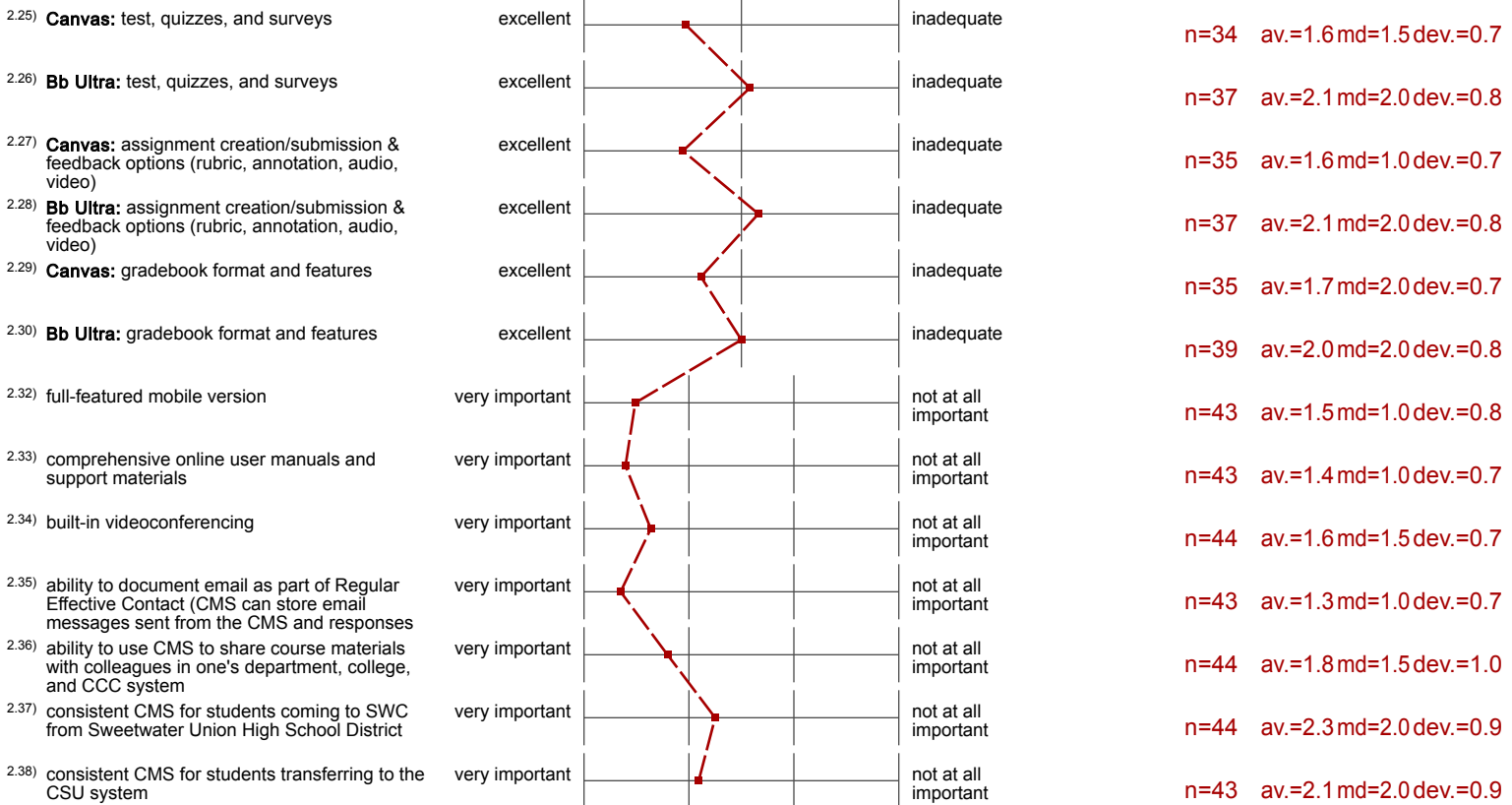
Profile

Subunit: Academic Affairs
 Name of the instructor: Professor Tracy Schaelen
 Name of the course: Course Management System Selection Survey: Faculty
 (Name of the survey)

Values used in the profile line: Mean

2. Rating and Feedback





Comments Report

2. Rating and Feedback

2.13) Comments about overall functionality and the above features:

- Although Canvas surpassed Blackboard with respect to its intuitive features, I have a feeling that once users get to know Blackboard "gets the hang" of its functionalities, it will be more versatile and reliable. Blackboard has been around for quite awhile and has put a lot of resources into removing the bugs from its system. Canvas has not. In addition, it seems Blackboard offers more features than Canvas, which may be the reason why Canvas rates higher in intuitive navigation. I am no expert by any stretch of the imagination.
- Bb Ultra is more visually appealing and user friendly compared to Canvas.
- Bb Ultra is so lacking in essential features - they have been "coming soon" since November. Including a text box. Seriously - they can't code a text box? I'm very nervous about serious Bb issues.
- Bb Ultra is user friendly and efficient
- BlackBoard has continued to disappoint me. Whenever I think they have finally gotten their act together, it fails, or upload failures, or course management issues, etc. I am ready for a change.
- Blackboard Ultra is WORSE than 9.1 in terms of communicating with students--faculty can no longer push announcements or send messages to student email addresses; instead, recipients receive a notification that an announcement or message is waiting. This is both inefficient and ineffective. Canvas, in contrast, lets us send announcements and email messages to email accounts, text messaging, or even Facebook accounts, and the whole conversation is stored in Canvas as well. Canvas is better suited to 21st century learning and living.
- Blackboard works wonderfully at most other colleges.
- Canvas is more focused on Mobile and non mobile platform user experience.
- Canvas is very intuitive and easy to use.
- Canvas looks amazing! The color schemes in Blackboard are difficult for me, and I have 20/20 vision. I can only imagine the difficulty this it will cause for our students and employees with visual disabilities. Canvas is very user-friendly and intuitive. Love the calendar and email functions in canvas.
- Canvas seems less bulky.
- Canvas was far more intuitive, BB lacked several features and accessibility
- Considering the unrealistic time frame given to faculty to make such a crucial decision, I find myself struggling to decide since I know neither CMS well. So going with what I am most familiar with seems to be safer.
- From the BB Ultra demo it was clear that BB is far behind in their development than Canvas. Canvas is up and running across the county. BB is just getting ready for beta testing. It's difficult to assess BB when they don't have something functional to show. It's promises at this point.
- I am impressed by Canvas. It will save instructors much time in setting up a course with due dates since the calendar updates automatically with the new dates set, wonderful! I also like the flexibility of adding images, adding video, adding audio comments. It is all seamless and so easy to do.
I am not impressed at all with Ultra. It is unfinished and lacking in so many levels.
- I have attended both of the workshops that were available to us, and signed up for both sandboxes as soon as they were available. Since then I have been travelling during spring break vacation, and on a conference. I have not had adequate time to assess any of these issues.
- I have taught classes online using WebCT, Moodle, Blackboard, Angel, and now Canvas. I just finished developing a course, and teaching it at another institution utilizing Canvas. I find Canvas to be adequate, however, it is not "intuitive." The trainers for Canvas are not as informed as they should be, and basic set-ups often require hours to figure out. From everything I've read, Canvas is already the choice for SWC. Which is fine, but, with 75% of faculty being part-time I suggest a more thorough understanding of Canvas, and a more detailed training program for ALL faculty take place.
- I like Bb best
- I'm fully satisfied with BB Ultra functionality.
- Mixed.
- To be honest, I don't teach online classes because blackboard is such a mess. Moving to a new system -- that is supported by OEI -- would enable new teachers, such as myself, to finally be able to embrace online teaching.

- While BB advertises its features, Canvas PROVIDES them. Over the past 12 years of using BB, I am woefully disappointed in the lack of true improvement. Canvas is using current r & r, rather than focusing on maintenance, as BB does.

2.20) Comments about instructional capabilities:

- Again, BB only says it has these upgrades. But BB still requires the teacher way too much set up time. Canvas is quicker, more intuitive, and more robust in terms of setting up a quality online class.
- As an Art History professor I use a lot of multimedia links. The designers of Canvas seem to understand the need for embedding and adding content easily in any tool. I also like that students can respond to an Announcement, this makes so much sense! Ultra does not impress me for any of these categories.
- At other colleges where I have taught, students preferred Blackboard.
- Canvas has a well defined fully functional Saas CMS Platform, Blackboard has a beta that is not in production at this time.
- Canvas is outstanding in this area. Material is organized in a natural workflow, and I LOVE it!!! Bb Ultra, while an improvement over 9.1, is still clunky and disorganized.
- Coding assessments in black board a major plus
- Fully satisfied with the SWC technical support we currently have.
- How will Our courses be transfered if we change?
I have a lot of material, I am not willing to change one by one! You need to develop a strategy
- I have attended both of the workshops that were available to us, and signed up for both sandboxes as soon as they were available. Since then I have been travelling during spring break vacation, and on a conference. I have not had adequate time to assess any of these issues.
- I think Canvas is not as good as everyone says it is
- I wish the CANVAS presentation had been longer. The presentation on the OEI process of choosing a CMS was too long and robbed me from the opportunity to learn about CANVAS in depth.
- Mixed.
- N/A
- See above.
- Several features for Bb are not currently for me to compare to Canvas. This is of concern.
LOVE how easy it is to embed in Canvas!
- The capabilities are alright with Canvas but I think more limited than Blackboard.
- The look of Canvas is very "industrial" to me.
- The only content instructors can upload to Ultra is PDFs or documents. This is a huge step back--why isn't there a text box to add our own content? I am shocked by this.

2.31) Comments about interaction and assessment capabilities:

- At other schools, the Blackboard chatroom is a great teaching tool.
- BB didn't even have a test or quiz to assess, frustrating!
- Bb Ultra does not support group work or collaboration (although it does have a videoconferencing feature which looks great). Ultra also does not have the option to create tests, quizzes, and surveys, although these features reportedly have been in development for a while. Canvas lets us leave audio or video feedback, and it even has a talk-to-text feature that lets us say the feedback and have it recorded as text--nice! Both discussion areas look similar, although you can't directly grade discussions in Ultra.
- Bb Ultra grading is not even available for us to try!!! Maybe by the fall? Really? Very unimpressive. LOVE that in Canvas we can have a 'live stream' associated with assignments!!! I've been asking Bb for that for years and they show no sign of adding that ESSENTIAL feature. When I grade something in Bb, there is ONE option to provide feedback to the learner - but then NO way for the student to respond to my feedback other than sending me an e-mail. I want to see the conversation WITH the assignment, so we can refer to it and everyone knows what the other person is talking about. Canvas creates a very natural 'conversation' feel, both for instructor / student and for groups as well. Bb? Nope.
- Canvas doesn't appear to have as many options or as much flexibility in Gradebook.

- Canvas has a mobile experience that is superior to that of Blackboard Ultra.
- Collaboration seems very easy in Canvas. Some features are still not available in Bb. Really need to be able to add comments next to grades.
- Difficulty with Canvas...any past quizzes or tests would need to be re-written and would not transfer. Recent classes that have had tests up-dated would not carry or transfer over with ease.
- Even with the "improvements" of BB ultra, several steps are actually required of the instructor. Grade reports in BB are still absolutely archaic, with limited ability to truly design comparative reports. Canvas already includes many of the features that required/require augmentation in BB ultra, such as easy feedback on work and group collaboration options.
- I have attended both of the workshops that were available to us, and signed up for both sandboxes as soon as they were available. Since then I have been travelling during spring break vacation, and on a conference. I have not had adequate time to assess any of these issues.
- I think both management systems lack in certain ways when it comes to creating and giving feedback to students.
- I would like to see a better current running grade for both programs so that students always know what their running grade is. Besides this Canvas is still the best option here. Ultra does not even have a rubric for grading.
- Mixed
- My primary concern within my courses is the inclusion of a student viewable Plararism check portal that links directly to the gradebook. I teach university transfer level courses that require multiple research paper assignments of substantial length in order to maintain transferability. I am very satisfied to date with the Plagiarism check feature in Blackboard. I have not found similar satisfaction with Canvas. For my purposes, any system that does not have Plagarism check portals that are student viewable, and readily accessible, and searching a very large database of sources is not usable/viable, no matter any other student fun/design friendly/ social media friendly/ skills building tools etc. that are built into the platform, since that is not what the work I do for SWC is primarily based on. I appreciate that many teach skills building courses, or courses that can award points/grades based on subjective measures of student participation & performance. However, the CSU & UC systems do not allow those measures to be more than a minor portion of how I assess student success in my course. Hence, the need for tools linked to rapidly detecting plagiarism or published sources, student submitted papers and so forth. At this point I know that Bb meets those criteria, and I am not convinced that Canvas does.
- This is where Canvas shines. I use the peer review/peer assessment tool in Blackboard and it is ridiculously tedious for both faculty and student. With Canvas it is a breeze. Very easy to use the peer assessment. Rubrics are easier with Canvas. The grade book in Canvas is a disappointment. The default should be easier, and provide more sorting options.
- up loading a test onto BB needs improvement.

2.39) What do you see as the greatest strengths and/or weaknesses of Canvas?

- 1. It was designed with current technological access in mind so focus can be on andragogy/teaching. 2. Super easy to learn. 3. Features necessary for current online teaching (collaboration, grade feedback, on screen demo, etc.) are built in and easy to implement. 4. It is being used by UC campuses and is part of the CCC online movement so they are responding to the market demands of rigorous instruction and demonstrated reliability.
- I don't have cost information so I can't compare this aspect with BB.
- Weakness: yes, there would be a transition and that will cause angst (Oh no, change!!) and perhaps some initial extra work of longtime BB instructors. I, for one, am eager to make that change to get a better system for me and for my students!
- Canvas does not seem to be as user friendly as Blackboard. It is often very abbreviated in what can be done with the system.
 - Canvas is a fantastic platform for online education. I've used it extensively (as well as many other CMS's, including Blackboard, Angel, Moodle) as a student and instructor, and it is by far the most user-friendly and intuitive program. There really is no weakness to Canvas. I wish it came about a decade ago!
 - Canvas is fantastic - students already love it and I can see why. It's more natural, more flexible, more logical. There are SO many more ways for true dynamic online interactions and it is just wonderful to work with. The mobile app is OUTSTANDING. Also, very important to me, Canvas can play with hundreds of third-party apps. Blackboard acts like the very idea of third-party apps is an insult to their product.
 - Canvas is modern, user-friendly, fast, and stable. It has all of the features we need without all of the bloat of the old Blackboard we are on now. I also like that we can collaborate across the state and benefit from all of the features included in the CCC's common course management system.
 - Ease of use, intuitive and full-featured right now. I can wish for a video conference within Canvas so I would not need Zoom
 - I don't like Canvas. I tried it and all I hear is that it's great for accountability (storing email). Well that might be nice but I can't see trading all the other good aspects of Bb for one or 2 benefits that another system will give us. I am most concerned with the functionality and ease of a CMS and how the student can benefit from it rather than how an administrator can confirm email is being used.

- I don't think I know CANVAS well to answer that question.
- I have attended both of the workshops that were available to us, and signed up for both sandboxes as soon as they were available. Since then I have been travelling during spring break vacation, and on a conference. I have not had adequate time to assess any of these issues.
- It appears easier to maneuver than Blackboard. It looks like it will be easier to learn that Blackboard (for students)
- It is an intuitive, highly customizable system
- It is intuitive. It is designed for flexibility and ease of use by faculty and students. I can already see how much time I will save doing updates, etc. I can put that time to better use for developing new content and interaction with students.
- It is ready to go.
- It was built from the ground-up using new technology. It was designed with the students in mind, not with how much money they can extort from students and institutions. It is student-centered, not institution-centered. This makes Canvas a natural choice for those who put the students first.
- Limited
- Mixed views.
- Mobile user experience, SaaS delivery model, agile development cycle, learning centered design and experience focused.
- New to our staff and therefore not all systems have been run and tested for all situations and pedagogy.
- So user-friendly, aesthetically pleasing, embedding features, ready to use today. Not much to discuss in terms of weaknesses. Perhaps that it does not email announcements to students.
- Strength is in its popularity, but I don't believe that making it consistent with previous and future systems is necessarily that helpful for students in the long run--they need to be able to adapt to various technologies, whether that is in education, employment, or just using the web for agencies they must deal with. I don't like the look of it and it doesn't seem to be as flexible in being able to set up a course to an individual instructor's style and delivery. It definitely has some nice finer points in ease of adding videos, ability to dictate which type of files are accepted for submission, etc.
- Strength: Canvas is cleaner and appears to be easier to learn. Weakness: It is new to online learning. If this system is chosen, I certainly hope there aren't too many bugs in the system not yet addressed or discovered.
- Strengths....many colleges are using it across the nation. Have the ability to quickly adapt and change
Weaknesses...
- Students actually need to learn as many different LMSs as possible and as many different computer programs as possible. It is a problem when they get too used to one system and then cannot handle learning another. We need to be exposing them to as many different types of programs as possible because in their job environment, the computer programs will constantly be changing.
- This section seems like it is a design that is important to administrators and has very little to do with instruction. I understand that administrators also want to streamline "processes" for students so they do not have to "adapt" to their environment, but I believe that overall philosophy is a mistake. It makes students think less, not more. It does not encourage problem solving. Making processes "easier" by being the "same" takes away from the uniqueness of the college experience as well as the rigors of academic life. I know. I'm in the majority.
- User friendly. Listening and responding to customer feedback.
- Weakness-Transfer of past materials that have recently been redone -possibly being obsolete and not transferring.
Insufficient training time.
- more user friendly. less clicks
- not familiar with this LMS

2.40) What do you see as the greatest strengths and/or weaknesses of Blackboard Learn Ultra?

- 1. Hugely expensive. 2. BB has focused on this new and improved version by trying to update their old and archaic processes. 3. BB requires way too much work on behalf of the instructor to establish a quality course, even with Learn Ultra. 4. As a company, their focus was on market share and not superior online instruction. This is reflected in their BB Learn Ultra...they are reacting to, rather than leading, online learning necessities. 5. BB Learn Ultra is still convoluted and labor intensive.

Strength: a shorter learning curve for current BB instructors. Although this is no benefit when the result is that we are still at the mercy of what they think we should be doing.

- Already in use
- Assessment and test area
- Bb STILL can't deliver on their promises, which we should PAY VERY CLOSE ATTENTION TO. They are trying to SELL us on this product and they can't even code a TEXT BOX in 4 months!!!! What happens if we actually sign the contract? Disaster.
Bb Mobile, even if you pay the extra \$\$ for it, is unusable. As it has been for years. And Bb doesn't give a damn about the students or faculty users as far as I can tell. We need to break from them AND FAST. PLEASE. I can't take any more of their broken promises.
- BlackBoard had the monopoly for many years.....now the new kid on the block, Canvas, has awoken the lazy sleeping giant. They were caught with their drawers down and are trying to scramble back in to the playing field with false promises. They have never really delivered a product that was as effective as they originally discussed.
- Blackboard Learn Ultra is half-baked. It's not ready for consumption. It's user interface, while leaps beyond the current Blackboard system, is still not as intuitive as Canvas. It's a bit sloppy, and it's not clear to me how to navigate it effectively.
- Blackboard appears to be better at being able to provide more extensive information. It has better features for creating assessments and assignments. Student feedback seems to be more immediate than Canvas.
- Clunky, large antiquated learning curve, and not user friendly for either professors or students.
- Familiar with BB and new upgrades will help
- Familiarity with Bb, though much will be very different, like the removal of unnecessary text and images. Big weakness is that it is still not complete. The email feature is problematic. The visuals are not great. Cannot make comments when adding grades to assignment.
- For years, they have worked to destroy any kind of competition in their market. Until Canvas came along, they were successful. Now that there is a serious competitor, all of a sudden, they now want to be forgiven for their past sins.
- I have attended both of the workshops that were available to us, and signed up for both sandboxes as soon as they were available. Since then I have been travelling during spring break vacation, and on a conference. I have not had adequate time to assess any of these issues.
- I like the gradebook and ease in editing assignments and tests.
I like the organization and the tabs- easy to follow and use.
- I see primarily weaknesses, lack of intuitive material and features not available yet. There is no way I can evaluate a "hoped for" feature if I can't see or use right now.
Video conference is nice but not absolutely necessary.
- It is a great system at other schools. I am unsure as to why it doesn't run properly here right now.
- It is not ready to go yet and that makes me nervous. Too many problems.
- It's resourceful.
- My primary concern within my courses is the inclusion of a student viewable Plarism check portal that links directly to the gradebook. I teach university transfer level courses that require multiple research paper assignments of substantial length in order to maintain transferability. I am very satisfied to date with the Plagiarism check feature in Blackboard. I have not found similar satisfaction with Canvas. For my purposes, any system that does not have Plagarism check portals that are student viewable, and readily accessible, and searching a very large database of sources is not usable/viable, no matter any other student fun/design friendly/ social media friendly/ skills building tools etc. that are built into the platform, since that is not what the work I do for SWC is primarily based on.
I appreciate that many teach skills building courses, or courses that can award points/grades based on subjective measures of student participation & performance. However, the CSU & UC systems do not allow those measures to be more than a minor portion of how I assess student success in my course. Hence, the need for tools linked to rapidly detecting plagiarism or published sources, student submitted papers and so forth. At this point I know that BBd meets those criteria, and I am not convinced that Canvas does.
- Not sure
- Strengths....history in the industry
Weaknesses....slow to change. Behind in development. This feels like a cruise ship that needs to make turn the wheel an hour before the bow starts moving. I feel like they are simply copying what others are doing and not innovative at all.
- Strengths: Blackboard has been around for a long time in online learning (relatively speaking). They have programmers and experts who have worked out the bugs in the system and are currently working on additional features. They will have CCCConfer as part of its system. Weakness: I wanted to create an exam. There was a video tutorial for that; unfortunately, it is for the old system. What?! It seems more complicated to navigate around compared to Canvas.
- That I have spent years investing on learning and applying this system and like what the program offers.
- The Blackboard system has been around for a long time and as a result is and should be more "intuitive" and allows for greater instructor

flexibility.

- The biggest weakness I see is its exceptionally new status. One of the strengths is in the ability for instructors to choose old or new format and take their time transitioning.

Whichever CMS is chosen, it will be vital for the campus to provide extra support for the transition--we've built up the user base for online learning/web-enhanced courses over 10 years, and it will be a lot more difficult to bring the current number of users on board all at once.

- The familiarity and ease of Bb ultra is nice and it seems like it will work better with a lot of learning systems published that faculty use.
- The greatest strength of Ultra is that Bb has finally started modernizing. Unfortunately, they are so late to this game that now they are just catching up with what Canvas already has. Even assuming that someday we can add content and tests in Ultra, I still think Canvas is more user-friendly.
- Ultra is not finished. I am very apprehensive about moving to this LMS as it is now. Speaking from experience of working at another university where we migrated to Moodle, which was also severely lacking, the LMS was so inadequate and such a mess that we migrated back.
- User Interface
- User friendly
- Weakness, Ultra is still in the Beta process, small feature set, unknown as to whether or not the go live version will be in product anytime soon, not sure of the focus and or resources that are/will be allocated to the production version of Ultra. Cost is a key consideration!

^{2.42)} Please explain your choice.

- A rush to a new system at this time seems unnecessary. Students are finally feeling comfortable with BB and changing a system now could be very stressful to students.

To change to a new system unless the other system is far superior- at this point in time...seems unnecessary. Rushing into any system is not advised. What do our IT people say about it? Has it been piloted by any of them or by any SWC students?

- As a taxpayer, I am angry that Blackboard has been able to bleed Southwestern and many other institutions for years. I am also angry about the way they treated students who wanted to use their mobile devices, charging them for a stupid, badly-written mobile application. Also, using Canvas will mean less resources will be needed at Southwestern. Since we operate with less than a skeleton crew, this will be very welcome. We are going to have to learn a new system anyway. Let's use the better system, Canvas!
- Based on how much training and and years we have invested in BB, I think it would be very hard to change to a new program. Unless, this new program offers a total improvement on the services BB has been the weakest in. I prefer to continue working with the 9.1 version. It meets my needs and those of my students. Thank you.
- Besides my concern mentioned above, the SWC community already knows the Bbd system very well, continuing with that system does not add extra training and time burden on already beleaguered faculty. Please remember that many on campus have course enrollment levels that are at least double those of our colleagues - we do not have time to learn new systems constantly (when you consider that we are already consistently asking faculty to re-learn the systems for Program Review/ eLumen etc), when the system that we already work with meets our needs. In the similar vein, many of us work twice the hours of our colleagues for no additional compensation because we have double or more the number of students and teach transfer level courses that require lengthy research papers from each student in order to meet our transfer requirements - adding more hours of training, migration of information, reworking of materials and so forth is, simply put, a waste of my underpaid time. The Bbd system has adequate student technical support, and we have trained on campus support personnel as well. To end, this entire conversation has not been generated internally/locally, but forced on us by the Statewide system - with the primary rationale being monetary, not any obviously superiority of the Canvas system. Data from other institutions who have already completed much more professional research & statistical analysis of similar questions, indicates in many instances no compelling reasons inherent in the systems to make sweeping changes that add hundreds of hours of unpaid work to faculty and staff. Our current approach at SWC which is to solicit anecdotal and subjective comment does little to reassure me that we are taking any form of due diligence with the process.
- Besides the answer in 2.40, I would like to be part of OEI.
- Blackboard does everything that canvas does and way more for features I need to teach such as assessment
- Canvas is far and away a better product. Canvas is fantastic - students already love it and I can see why. It's more natural, more flexible, more logical. There are SO many more ways for true dynamic online interactions and it is just wonderful to work with. The mobile app is OUTSTANDING.

Bb STILL can't deliver on their promises, which we should PAY VERY CLOSE ATTENTION TO. They are trying to SELL us on this product and they can't even code a TEXT BOX in 4 months!!!! What happens if we actually sign the contract? Disaster.

We NEED a CMS with a solid mobile platform - more and more of our students don't use anything else! The Bb Mobile app, even if you pay the extra \$\$ for it, is unusable. As it has been for years. And Bb doesn't give a damn about the students or faculty users as far as I can tell. We need to break from them AND FAST. PLEASE. I can't take any more of their broken promises.

I know this is a very delicate - and highly political - decision. Please, listen to users who teach online and remember than SO MANY faculty who use Bb only for grading will vote for Bb Ultra because they fear change... but we NEED this change!!!

- Canvas is more intuitive and user-friendly, which is important for student retention and success. I can see why it was selected as the common course management system for the CCCs. If we are going to move to a new system, it might as well be the best system, which I think is clearly Canvas. With Canvas, we also get all of the benefits that come with joining the rest of the system, especially the course exchange program to help our students and programs. Win win!

- Canvas simply seems to be an all around better product. It is more current, user-friendly, and aesthetically pleasing. And it's FREE. Better and free, why would we NOT make the switch? Additionally, our entering Sweetwater HSD students are already familiar with this platform.

Change is difficult for us, so we will need to work with the grumblings of transition, but it seems like we (faculty, students) will be so much happier with the better product and we will save money in the process.

- Comments above reflect my opinion. Accessibility, intuitive software, readiness of the system right now is why I chose Canvas as well as cost the benefit to the school
- Despite my ratings, above, at the end of the day, Blackboard has been around for a long time. I believe they are more adept at addressing bugs in the system, as well as creating new features. In addition, CCCConfer is important to connect with our students.
- Ease-of-use, familiar platform and customized design.

Thanks, Dr. Joe Davis, faculty

- Easier system to use and maneuver.
- I am ready for a change. I am tired of the BlackBoard excuses and ancient designs. It is so difficult to upload tests that can mimic MSWord and create random questions. BlackBoard is akin to Moodle at this point. We need a system who is willing to service our needs without pillaging our bank accounts.
- I believe Blackboard Ultra is more efficient, easier to navigate, and is a more flexible system.
- I believe I already have.
- I do not have a preference. HOWEVER, I strongly believe that more training and a greater understanding of the Canvas system is needed before it is adopted.
- I have attended both of the workshops that were available to us, and signed up for both sandboxes as soon as they were available. Since then I have been travelling during spring break vacation, and on a conference. I have not had adequate time to assess any of these issues.
- I have decided on Blackboard Learn Ultra without reviewing Canvas because I am very familiar with Blackboard and I like the support that they offer.
- I have only limited exposure to Canvas. I am familiar with its features but have not used it enough to feel as comfortable as I do with blackboard.
- I have to use Canvas at other schools so I would rather not learn Ultra
- I think ultimately the move to canvas will be best however I think that this transition should wait for a few years as the current blackboard is still functional and preferred for all current users.
- It seems like the features are very similar (hurrah for competition). I think staying with Blackboard for the time being would help more instructors (and therefore students) to choose how they want to design their courses (because of the running of dual platforms). This would be especially true for instructors using it for web-enhanced courses.

Canvas is obviously more cost-effective, but would that money be going toward something more useful for DE, like opening another position for CMS support on campus?

- It's resourceful, stable, responsive and reliable.
- Learning centered design and user experience focus, mobile user experience focus, agile and flexible design focus, cost, teacher experience and administrative focus, CMS is already in place and features are being added to enhance, Ultra may or may not be in production. Overall the student learning experience is in alignment with achieving student learning outcomes.
- Many of us have worked with Bb for years, and it is consistently getting better and better. Bb Ultra is more visually appealing and user friendly compared to Canvas.
- Many universities and colleges use Blackboard because it is easy to use and it is preferred. I have never used Canvas.
- My impression is that Blackboard wants people (faculty and students) to learn how to use their products, whereas Canvas is intuitive - no need to learn it, because it's just that easy to use. I think this is particularly important to students, because they don't have the time or

inclination to learn how to be an online student. They just need to learn! Canvas clearly makes this easier for them by making a consistent user interface that is intuitive and so so simple to use.

- My program has students of all ages. They respond well to Blackboard as it is kinda set up like a traditional classroom. They also really like the mobile features of Blackboard, which already works well.
- Overall, Canvas contains the essential features necessary in today's online course. Additionally, the system is easy to learn for the instructors and virtually immediate for students. There is a consolidated market share using this product already in CA, which means the company has great motivation to be innovative in providing relevant features as they evolve as well as cost containment for SWC. The product focuses on ease of communication within the class. This is essential for today's online courses and will be of great value for online and face to face classes taught at SWC. The product is already offering features that allow face to face classes to catch up with 21st century instruction, so, hopefully, more instructors will utilize the product for their classes. This would be of great benefit to SWC students. Already, several open source and e-book textbooks are Canvas ready.
- Please see the comments throughout this assessment.
Basically, BB doesn't have a product that is functional yet. Maybe a year from now???
- SWC is already using it and there will be a much shorter learning curve
- See above
- Sometimes we don't need to change what is already working for the sake of proximity and emotion. I believe both systems offer all the tools we need to support our student learning and transfer.
- Students often complain that Blackboard is difficult to navigate and Canvas seems to be more user friendly and allow for comprehensive interaction with students.
- The Blackboard system has better navigation capabilities. It does not stray from most of the training that SWC instructors had in the past. Many online instructors, including myself, have taken online classes with a Blackboard system and are used to its features and capabilities. I think that the Blackboard system allows for more organization and "less clicking" on the part of students.

CMS SELECTION SURVEY RESULTS: ADMINISTRATORS & CLASSIFIED PROFESSIONALS

ProfessorTracySchaelen

Course Management System Selection Survey ()

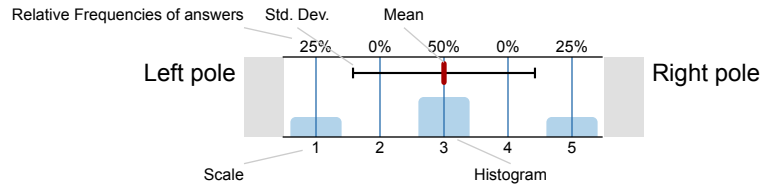
No. of responses = 6



Survey Results

Legend

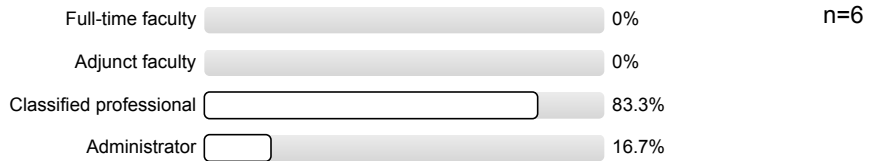
Question text



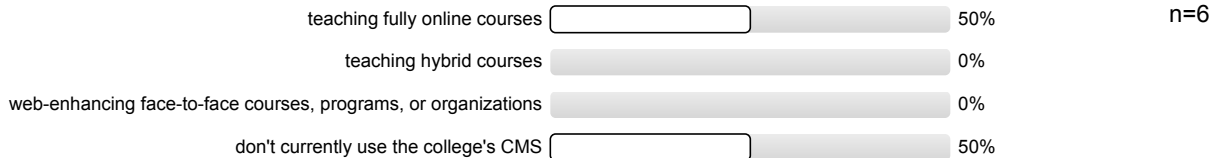
n=No. of responses
 av.=Mean
 dev.=Std. Dev.
 ab.=Abstention

1. General Information

1.1) What is your primary role at Southwestern College?

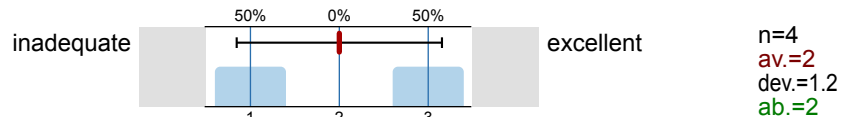


1.2) In what capacity do you use the college's Course Management System (currently Blackboard Learn 9.1)? If you use the Course Management System (CMS) in several ways, please select your **primary** use.

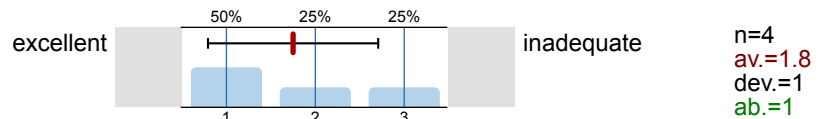


2. Rating and Feedback

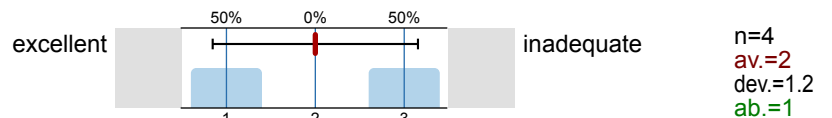
2.1) **Canvas:** user interface



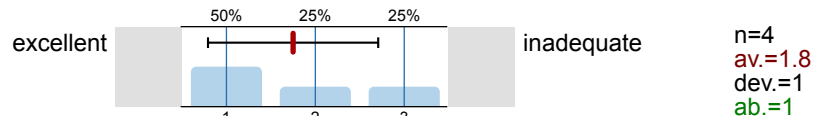
2.2) **Bb Ultra:** user interface



2.3) **Canvas:** intuitive navigation & streamlined processes (minimal clicks)

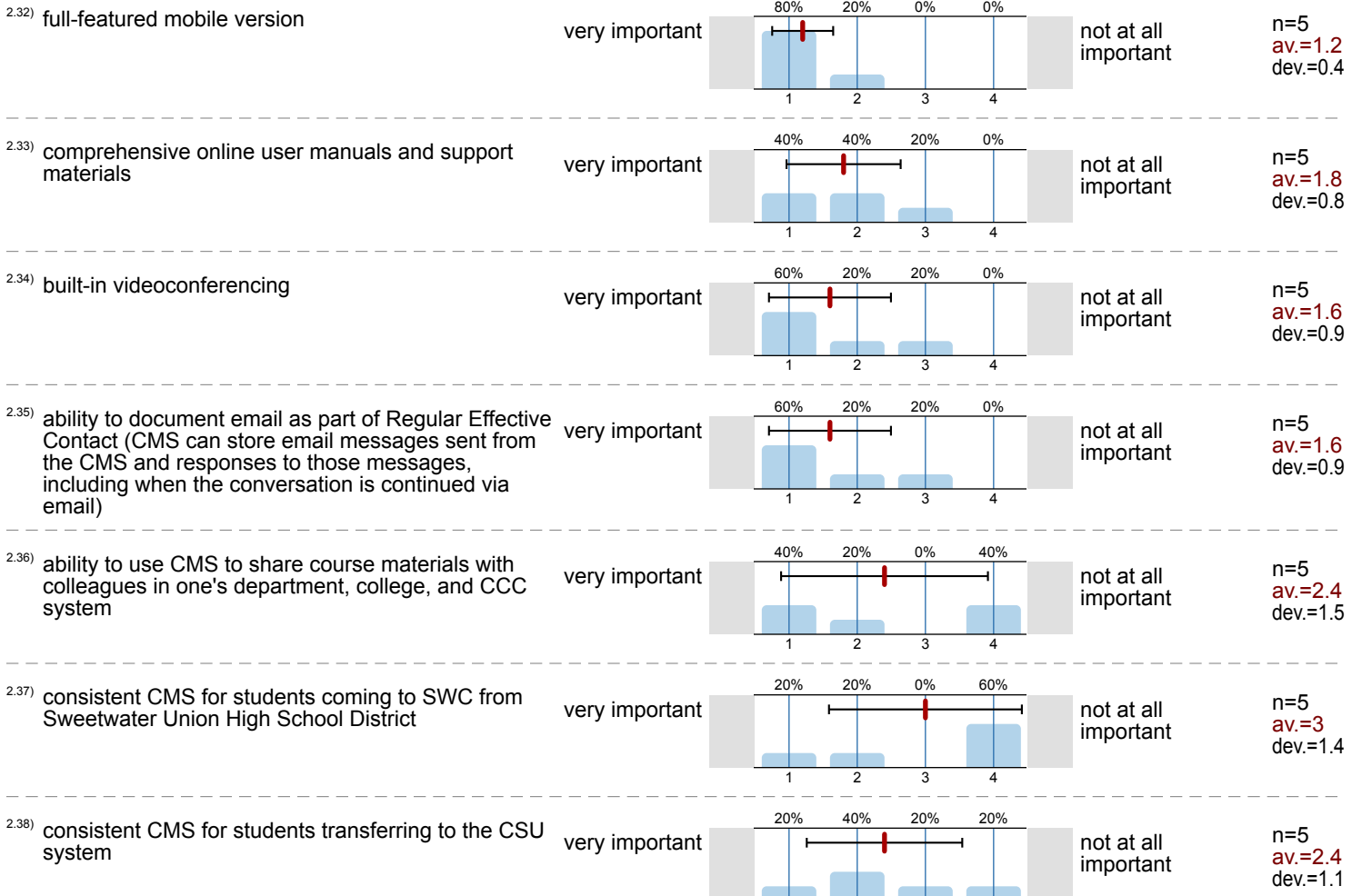


2.4) **Bb Ultra:** intuitive navigation & streamlined processes (minimal clicks)

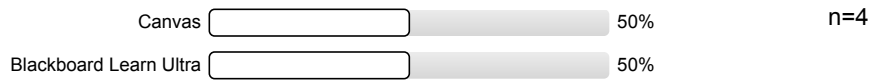


2.5)	Canvas: Calendar		n=4 av.=1.8 dev.=1 ab.=1
2.6)	Bb Ultra: Calendar		n=4 av.=1.8 dev.=1 ab.=1
2.7)	Canvas: Accessibility & academic accommodation features		n=4 av.=2 dev.=1.2 ab.=1
2.8)	Bb Ultra: Accessibility & academic accommodation features		n=3 av.=1.3 dev.=0.6 ab.=2
2.9)	Canvas: mobile app		n=4 av.=1.8 dev.=1 ab.=1
2.10)	Bb Ultra: mobile app		n=3 av.=2 dev.=1 ab.=2
2.11)	Canvas: email/messaging system		n=4 av.=2 dev.=1.2 ab.=1
2.12)	Bb Ultra: email/messaging system		n=3 av.=1.3 dev.=0.6 ab.=2
2.14)	Canvas: ability to organize course materials effectively		n=4 av.=1.8 dev.=1 ab.=1
2.15)	Bb Ultra: ability to organize course materials effectively		n=4 av.=1.8 dev.=1 ab.=1
2.16)	Canvas: variety of user-friendly content presentation options (text pages, videos, links, embedding, etc.)		n=4 av.=2 dev.=1.2 ab.=1
2.17)	Bb Ultra: variety of user-friendly content presentation options (text pages, videos, links, embedding, etc.)		n=4 av.=2 dev.=0.8 ab.=1

2.18)	Canvas: announcement tool and options		excellent	inadequate	n=4 av.=1.8 dev.=1 ab.=1
2.19)	Bb Ultra: announcement tool and options		excellent	inadequate	n=4 av.=2 dev.=0.8 ab.=1
2.21)	Canvas: discussion area/tools		excellent	inadequate	n=4 av.=2 dev.=1.2 ab.=1
2.22)	Bb Ultra: discussion area/tools		excellent	inadequate	n=4 av.=2 dev.=1.2 ab.=1
2.23)	Canvas: collaboration options (groups, peer review, collaboration tools)		excellent	inadequate	n=4 av.=2 dev.=1.2 ab.=1
2.24)	Bb Ultra: collaboration options (groups, peer review, collaboration tools)		excellent	inadequate	n=3 av.=1.7 dev.=0.6 ab.=2
2.25)	Canvas: test, quizzes, and surveys		excellent	inadequate	n=4 av.=1.8 dev.=1 ab.=1
2.26)	Bb Ultra: test, quizzes, and surveys		excellent	inadequate	n=3 av.=1.3 dev.=0.6 ab.=2
2.27)	Canvas: assignment creation/submission & feedback options (rubric, annotation, audio, video)		excellent	inadequate	n=4 av.=1.8 dev.=1 ab.=1
2.28)	Bb Ultra: assignment creation/submission & feedback options (rubric, annotation, audio, video)		excellent	inadequate	n=3 av.=1.3 dev.=0.6 ab.=2
2.29)	Canvas: gradebook format and features		excellent	inadequate	n=4 av.=1.8 dev.=1 ab.=1
2.30)	Bb Ultra: gradebook format and features		excellent	inadequate	n=3 av.=2 dev.=1 ab.=2



2.41) Which Course Management System do you think will best serve the needs of Southwestern College, its students, and its faculty?

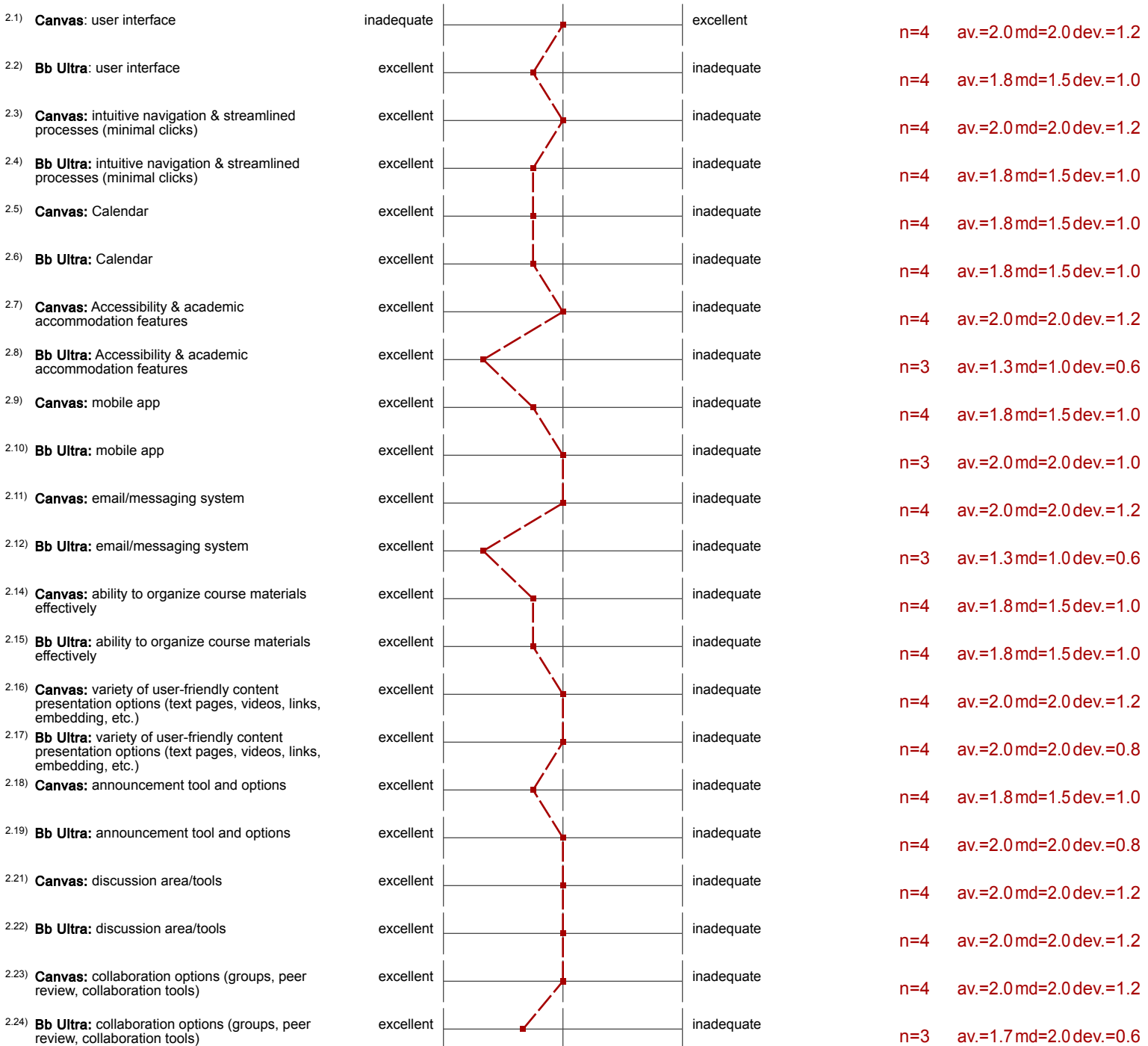


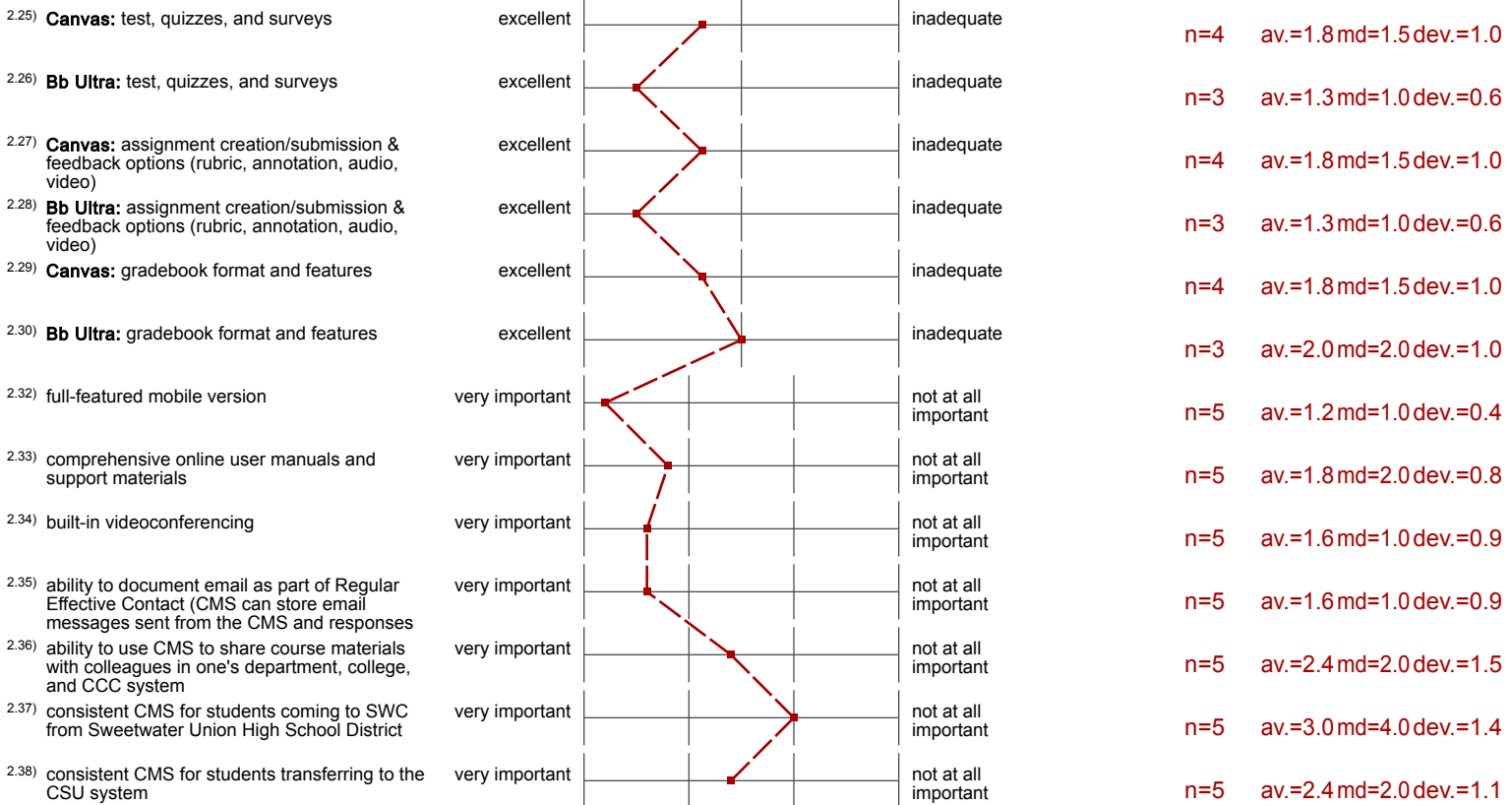
Profile

Subunit: Academic Affairs
 Name of the instructor: Professor Tracy Schaelen
 Name of the course: Course Management System Selection Survey
 (Name of the survey)

Values used in the profile line: Mean

2. Rating and Feedback





Comments Report

2. Rating and Feedback

2.13) Comments about overall functionality and the above features:

- I do not like Canvas.
- I don't use Canvas or Bb Ultra therefore any knowledge of it is beyond me.

2.20) Comments about instructional capabilities:

- I do not like the way Canvas works or looks.
- N/A

2.31) Comments about interaction and assessment capabilities:

- Blackboard has many more options and flexibility here. Canvas is too simplistic.
- N/A

2.39) What do you see as the greatest strengths and/or weaknesses of Canvas?

- Any type of tool to enhance and provide better service to our students should be maintained and consistent. Since the usage of these tools are irrelevant to my duties I would not know which areas have strengths or weaknesses.
- It's too restrictive and simplistic. I do not see any advantage in using Canvas.

2.40) What do you see as the greatest strengths and/or weaknesses of Blackboard Learn Ultra?

- Blackboard is much more flexible and forward thinking.
- N/A

2.42) Please explain your choice.

- I prefer Blackboard. It has more options and flexibility. We should keep Blackboard and revisit this idea in 2018 or 2019.
- N/A
- With so many other California campuses moving to Canvas, it makes it more convenient and seamless when faculty or administrators take new positions at an institution already using Canvas.

DEMO DAYS SURVEYS: LIVE AND RECORDED

Canvas Demonstration Feedback Survey (Responses).xlsx

What did you think of the Canvas System?	Please rate how important the following feature is: Appealing User Interface	Please rate how important the following feature is: Easy to access items/areas with just a few clicks	Please rate how important the following feature is: User-friendly discussion area/tools	Please rate how important the following feature is: Easy-to-understand grades area and feedback tools	Please rate how important the following feature is: Useful mobile app	Please rate how important the following feature is: Email/messaging capabilities	What else is important for the College to consider when evaluating a (CMS) Course Management System?	Please indicate Participant Type below:
love it	important	very important	important	very important	very important	very important	can interact with our publishers	Faculty
love it	very important	very important	very important	very important	very important	very important	Assessibility!!!	District Employee
love it	very important	very important	very important	very important	very important	very important	Assessibility!!!	District Employee
love it	very important	very important	important	important	important	important	Will Canvas eliminate the need for instructors?	Faculty
like it	very important	very important	very important	very important	very important	very important	Screen reader accessibility	District Employee
love it	very important	very important	very important	important	important	very important	Cost and support	Faculty
							The ability to update dates and make changes in one place that will update all areas of the course. I'm sold make the change please.	
love it	very important	very important	very important	very important	very important	very important		Faculty
like it	very important	very important	important	important	very important	very important	Easy student user experience.	Faculty
love it	very important	very important	very important	very important	very important	very important	The integration and ease of publisher transferability.	District Employee
							East to set up group links for group projects.	
							Free mobile app that accompanies CMS.	
							CMS should be easy to use with Linguieds and intelecom videos.	
love it	very important	very important	very important	very important	very important	very important		Faculty

Video Recording Canvas Demonstration Feedback Survey (Responses).xlsx

What did you think of the Canvas system demonstrated in the recording?	Please rate how important the following feature is: Appealing User Interface	Please rate how important the following feature is: Easy to access items/areas with just a few clicks	Please rate how important the following feature is: User-friendly discussion area/tools	Please rate how important the following feature is: Easy-to-understand grades area and feedback tools	Please rate how important the following feature is: Useful mobile app	Please rate how important the following feature is: Email/messaging capabilities	What else is important for the College to consider when evaluating a (CMS) Course Management System?	Please indicate Participant Type below:
love it	very important	very important	very important	very important	very important	very important	simply and with little prior knowledge will be a huge	Faculty
like it	very important	very important	very important	very important	very important	very important	black board presenters.	Faculty
neutral	important	important	important	important	not important	somewhat important	currently using the system who will have to	Faculty
love it	very important	important	important	very important	very important	very important	can find the help we need no matter the day or time.	Faculty
neutral	somewhat important	important	somewhat important	important	somewhat important	important	I think the college must consider that most of the instruct	Faculty

Blackboard Demonstration Feedback Survey (Responses).xlsx

What did you think of the Blackboard System demonstrated today?	Please rate how important the following feature is: Appealing User Interface	Please rate how important the following feature is: Easy to access items/areas with just a few clicks	Please rate how important the following feature is: User-friendly discussion area/tools	Please rate how important the following feature is: Easy-to-understand grades area and feedback tools	Please rate how important the following feature is: Useful mobile app	Please rate how important the following feature is: Email/messaging capabilities	What else is important for the College to consider when evaluating a (CMS) Course Management System?	Please indicate Participant Type below:
like it	very important	very important	important	important	important	somewhat important	Nothing	Faculty
hate it	very important	very important	very important	very important	important	very important	Easy to add content! This blackboard presentation was terrible. Too many disclaimers. Not enough functionality to show. Doesn't seem user friendly.	Faculty
hate it	very important	very important	very important	very important	important	very important	Easy to add content! This blackboard presentation was terrible. Too many disclaimers. Not enough functionality to show. Doesn't seem user friendly.	Faculty
neutral	somewhat important	very important	important	important	very important	important	user friendly	Faculty
dislike it	important	important	important	important	important	important	I think that it's important to consider whether or not the CMS is ready yet. Bb Ultra is not ready yet. There was legal disclaimer at the beginning of the presentation that basically told us that what was spoken today may not be what the final product looks like. There's a lot of uncertainty around Bb and Ultra. I don't feel that Ultra is something that is innovative; rather, it's a bandage response to possibly losing clients to other CMS? Also, Ultra has limited capabilities. According to Jorge, the projected view is that 80% of staff will eventually use Ultra use to deliver content and than 20% of staff will be "advanced users." Isn't the goal to have faculty evolve and be more involved online? I don't see Ultra encouraging that growth.	District Employee
dislike it	important	important	important	important	important	important	I think that it's important to consider whether or not the CMS is ready yet. Bb Ultra is not ready yet. There was legal disclaimer at the beginning of the presentation that basically told us that what was spoken today may not be what the final product looks like. There's a lot of uncertainty around Bb and Ultra. I don't feel that Ultra is something that is innovative; rather, it's a bandage response to possibly losing clients to other CMS? Also, Ultra has limited capabilities. According to Jorge, the projected view is that 80% of staff will eventually use Ultra use to deliver content and than 20% of staff will be "advanced users." Isn't the goal to have faculty evolve and be more involved online? I don't see Ultra encouraging that growth.	District Employee
like it	very important	very important	important	very important	very important	very important	Accessibility on Keyboard navigation	District Employee
dislike it	very important	very important	very important	very important	very important	very important	integrated browser based video conference tool.	Faculty
love it	very important	very important	very important	very important	very important	very important	student and faculty support.	Faculty
neutral	very important	very important	very important	very important	very important	very important	While I think that all of the issues above are important, it's not clear to me that Blackboard Ultra fulfills all of these areas. I found the navigation of Blackboard Ultra to be a bit confusing. And, much of the functionality is still in development. Is it an improvement over our current Blackboard? Of course it is. I'm pretty convinced anything would be. Is it better than Canvas? Not really.	Faculty
dislike it	important	important	very important	important	very important	very important	no comment	Faculty
like it	very important	very important	very important	very important	very important	very important	Microsoft office application combining power point and faculty recording per slide.	Faculty
hate it	very important	very important	very important	very important	very important	very important	Seems to be a Beta System and not sure when a fully production LMS from Blackboard.	Faculty
like it	very important	very important	very important	very important	very important	very important	To have more time to see in action the (CMS) and it's applications. Take time to review it and address the impact it might have in the student body and the staff before a decision gets made. WHY ARE WE BEING RUSHED TO MAKE SUCH AN IMPORTANT DECISION? Whose needs are we really considering when being made to make a decision without proper training or preparation to do so? As a Part-time faculty I would like to request more time and training to be made available morning and evenings for those of us who can not make it in the morning.	Faculty

Video Recording Blackboard Demonstration Feedback Survey (Responses).xlsx

What did you think of the Blackboard System demonstrated in the recording?	Please rate how important the following feature is: Appealing User Interface	Please rate how important the following feature is: Easy to access items/areas with just a few clicks	Please rate how important the following feature is: User-friendly discussion area/tools	Please rate how important the following feature is: Easy-to-understand grades area and feedback tools	Please rate how important the following feature is: Useful mobile app	Please rate how important the following feature is: Email/messaging capabilities	What else is important for the College to consider when evaluating a (CMS) Course Management System?	Please indicate Participant Type below:
like it	important	important	important	important	not important	somewhat important	Support for faculty and students, number of faculty actively using CMS who will need to redesign their course(s), stability and professionalism of the CMS company	Faculty
hate it	very important	very important	important	very important	important	very important	accreditation requirement for documenting regular contact	Faculty
love it	very important	very important	very important	very important	very important	very important	The college needs to consider the cloud feature of the new Blackboard system. The system is more familiar to those who have been teaching hybrid/web enhanced/online classes.	Faculty