Canvas Satisfaction Survey

Survey Flow
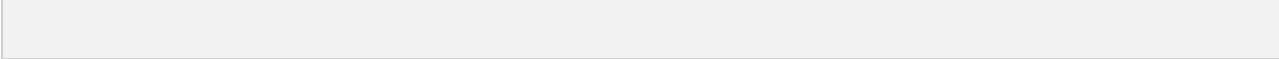
NNU's Center for Instructional Design & Technology (IDT) wants to hear from our Canvas users! You are invited to participate in an evaluation of NNU's learning management system, Canvas. This survey is for anyone at NNU who uses Canvas - students and professors. This online survey should take about 10 minutes. Participation is voluntary, and responses will be anonymous. Submission of the survey will be interpreted as your informed consent to participate. By participating in this survey, you will help to contribute to the improvement of resources and services to NNU students and faculty.

Your responses to this survey will be used by the Center for Instructional Design & Technology office to evaluate the campus' use of Canvas and to develop training and resources for NNU professors and students. The aggregated results of this survey may be publicly published on IDT's website or presented to the campus community. If you have any questions or concerns about the survey, please contact the IDT office via email at instructionaldesign@nnu.edu.

Q2 Are you a professor or student?

○ Professor

○ Student

Display This Question:

If Are you a professor or student? = Professor

Q3 Are you full-time faculty or part-time adjunct faculty?

○ Full-time faculty

○ Part-time adjunct

Display This Question:

If Are you a professor or student? = Professor

Q4 In which modality do you teach (check all that apply)?

☐ Face-to-face

☐ Online

Q7 Overall, how would you rate your understanding of Canvas?

○ I understand Canvas very well

○ I understand Canvas

○ I am lost

Q8 Overall, how would you rate your comfort level with Canvas?

○ I am very comfortable using Canvas

○ I am comfortable using Canvas

○ I am uncomfortable using Canvas

Q9 Overall, how would you rate your satisfaction with Canvas?

○ Very Satisfied

○ Somewhat Satisfied

○ Neutral

○ Somewhat Dissatisfied

○ Very Dissatisfied

Start of Block: Professor Activities & Features

Display This Question:

If Are you a professor or student? = Professor

Q10 Rate your ease of use associated with the following Canvas activities.

	Easy	Neutral	Difficult
Creating an Assignment	○	○	○
Communicating with Students	○	○	○
Accessing and creating course content	○	○	○
Grading and providing feedback	○	○	○
Receiving Notifications	○	○	○
Creating tests or quizzes	○	○	○
Tracking student grades	○	○	○

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Display This Question:

If Are you a professor or student? = Professor

Q11 What is your level of satisfaction with the following Canvas features?

	Satisfied	Neutral	Dissatisfied	N/A - I don't use this feature
Announcements	○	○	○	○
Assignments	○	○	○	○
Canvas Studio	○	○	○	○
Conferences	○	○	○	○
Discussions	○	○	○	○
File Management	○	○	○	○
Gradebook	○	○	○	○
Modules	○	○	○	○
Notifications	○	○	○	○
Outcomes (G.E. outcomes, department assessment)	○	○	○	○
Pages	○	○	○	○
Quizzes or Exams	○	○	○	○
Roll Call (attendance tool)	○	○	○	○
Rubrics	○	○	○	○
Speedgrader	○	○	○	○

Q12 What is your level of satisfaction with the following third-party tools?

	Satisfied	Neutral	Dissatisfied	N/A - I don't use this tool
BlueJeans	○	○	○	○
Dropout Detective	○	○	○	○
Google Assignments	○	○	○	○
Google Drive	○	○	○	○
Google Meet	○	○	○	○
Grammarly	○	○	○	○
Nearpod	○	○	○	○
Respondus Lockdown Browser/Monitor	○	○	○	○
Turnitin	○	○	○	○

End of Block: Professor Activities & Features

Start of Block: Professor Support

Q13 What is your level of satisfaction with the following instructional support?

	Satisfied	Neutral	Dissatisfied	N/A - I don't use this support
Canvas 24/7 phone/chat support	○	○	○	○
Canvas how-to guides	○	○	○	○
Drop-in support sessions	○	○	○	○
Emailing IDT account	○	○	○	○
House calls - IDT stopping by faculty offices to answer questions	○	○	○	○
IDT office hours (8 am - 5 pm)	○	○	○	○
IDT TA support	○	○	○	○
IDT website & guides	○	○	○	○
Online course design support	○	○	○	○
Submitting ITS help tickets for Canvas related issues	○	○	○	○
Walk-up help at Learning Commons service desk	○	○	○	○

Q14 What would increase your satisfaction with any Canvas features, third-party tools, or instructional support services?

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End of Block: Professor Support