Canvas Satisfaction Survey

Student Questions

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

End of Block: Default Question Block

Start of Block: Student Demographics

Display This Question:

If Are you a professor or student? = Student

Q5 Are you an undergraduate or graduate student?

○ Undergraduate

○ Graduate

Display This Question:

If Are you a professor or student? = Student

Q6 Are you enrolled in an in-person or online program?

○ In-person

○ 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

Q15 Rate your ease of use associated with the following Canvas activities.

	Easy	Neutral	Difficult
Submitting an Assignment	○	○	○
Communicating with an instructor	○	○	○
Communicating with other students	○	○	○
Accessing and using course content	○	○	○
Managing Notifications	○	○	○
Taking tests or quizzes	○	○	○
Viewing Grades	○	○	○

Q16 What is your level of satisfaction with the following Canvas support options?

	Satisfied	Neutral	Dissatisfied	N/A - I haven't used this support
Canvas 24/7 phone/chat support	○	○	○	○
Canvas student how-to guides	○	○	○	○
Submitting ITS help tickets for Canvas-related issues	○	○	○	○
Walk-up help at Learning Commons service desk	○	○	○	○

End of Block: Student Activities & Support

Start of Block: Student Wants

Display This Question:

If Are you a professor or student? = Student

Q17 What do want to find in a Canvas class? (check all that apply)

☐ Class schedule (list of topics/assignments in course)

☐ Content organized in weekly modules

☐ Course Calendar (due dates, to-dos, class times, etc. appear in Canvas Calendar)

☐ Course syllabus

☐ My attendance record

☐ Opportunities to give professor feedback (beyond regular course eval)

☐ Options for how to complete assignments (written, verbal, video, presentation, etc.)

☐ Place to turn in assignments

☐ Quizzes or exams (versus paper)

☐ Space for interaction with peers (ex. discussion board, video conferencing, People tab with course roster)

☐ Space for interaction with professor (ex. office hours, Q&A discussion board, contact info)

☐ Supplemental resources (optional content)

☐ Time estimates to complete tasks/assignments

☐ Up-to-date grade information

☐ Other (please describe further expectations)

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Q18 What would increase your satisfaction or improve your experience with Canvas?

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Q19 Anything else you'd like to share about your experience with Canvas?

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