Learning Management System Usability Study Results

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Usability Study Objectives

• End users input in technology adoption

• End users hands-on LMS testing

• Usable LMS for end users
Usability Study Methodology

- Consistent administration
- Protocols
- Online Survey
- Communications
- Tasks
- LMS course shells
## Usability Study Methodology (Participants)

<table>
<thead>
<tr>
<th></th>
<th>Participated (189)</th>
<th>Completed Survey (81)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
<td>125 (66%)</td>
<td>50 (62%)</td>
</tr>
<tr>
<td>Students</td>
<td>48 (25%)</td>
<td>22 (27%)</td>
</tr>
<tr>
<td>Staff</td>
<td>16 (9%)</td>
<td>9 (11%)</td>
</tr>
</tbody>
</table>
# Usability Study Survey Results

<table>
<thead>
<tr>
<th></th>
<th>Blackboard</th>
<th>Canvas</th>
<th>Desire2Learn</th>
<th>Pearson Learning Studio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
<td>23</td>
<td>23</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Students</td>
<td>9</td>
<td>10</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Staff</td>
<td>4</td>
<td>5</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Totals</td>
<td>36</td>
<td>38</td>
<td>4</td>
<td>1</td>
</tr>
</tbody>
</table>
Usability Study Results: Themes

- Current UAB Infrastructure
- Access to usability test course shells
- Time constraints
- Inability to test SIS and 3rd party tools
- Statistical significance
Instructional Designers’ Consortium (IDC) Recommendations

• Narrow the LMS vendor pool—Blackboard and Canvas
• Address Infrastructure
• Conduct usability studies 3rd party tools
• Continue access to Canvas shells
• Seek internal/external testimonials
IDC Recommendations: Other Considerations

- Technical support, training, and customer service models
- Pricing
- Support and ease of course conversion
- Scalability
- Satisfying the masses/encouraging progress