

## Student Design Group Workshop 2: From Blackboard to Canvas

On 25th March, 2025, FLP colleagues and student design partners hosted a second student workshop to gather student insights on training and communication preferences ahead of UoM's transition from Blackboard to Canvas.

A total of **48** students attended the workshop and provided feedback.

### Communication So Far...

Have students seen previous Canvas communications?

✔ 47% Yes | ✘ 35% No | ? 18% Unsure



How can we improve our communications going forward?

- Social Media: More Instagram posts/reels, WhatsApp, TikTok
- Emails & Blackboard: Clearer, high-priority messages
- Lecturers & Faculties: Announcements in lectures, faculty newsletters
- On-Campus: Posters, digital screens, pop-up stalls
- Clarity & Simplicity: Short, repeated messages across multiple platforms



### Canvas Induction & Onboarding Requests

Did students receive a Blackboard induction?

✘ 87% No | ✔ 10% Yes | ? 3% Unsure



What should a Canvas Induction include?

- Interactive workshops & live support (drop-ins, Welcome Week stalls)
- Short videos & step-by-step guides
- Gamification & an optional induction course

Where should induction materials be available?

- Canvas, My Manchester, Social Media
- QR codes, Student Hubs, Digital Screens, Emails (but not too many!)



CANVAS  
BY INSTRUCTURE

When should training be available?

- August: Pre-arrival newsletter
- September: Training resources available
- Freshers' Week & Welcome Week: In-person support
- Week 1: Refresher materials



What works well in other universities' Canvas training provisions?

- Clear layouts, large images, bold headings
- Quick links, structured sections, and easy navigation

### General Training & Support Needs

Common support needs:

- FAQs: Password resets, submission issues, grades, deadlines, extensions, logins
- Canvas landing page (FAQs & quick search)
- 24/7 chatbot + human support during working hours
- In-person support at student hubs & IT help desks



Best training approach for Canvas:

- Short videos (<9 mins), step-by-step PDF guides
- Gamified learning & interactive support



### Workshop Evaluation & Next Steps

★ 95% found Padlet easy to use

★ 100% rated facilitators 4 or 5/5

★ 90% rated session 5/5 (Informative & engaging)

- The insights we have gained will be used to shape the transition and training plans ahead of the University's move to Canvas in September 2025.
- Sign up to our mailing list to get involved in future opportunities to input to Canvas.

